



27th Annual Quest for Excellence Conference



Monday, September 14, 2026 – Quest Conference Center, Westerville, Ohio

Time	Description	Location
12:00 pm	Registration Open	
1:00 – 4:15 pm	Pre-conference Workshop #1 <i>Reset. Recharge. Rise. A Personal Excellence Framework for Sustainable Success</i> , Carol Shields, Founder, Fruition Through LLC	Wright 1
1:00 – 4:15 pm	Pre-conference Workshop #2 <i>Coffee Game: Lean Six Sigma simulation to improve customer experience &/or save cost</i> , Edwin Boon, CEO, The Lean Six Sigma Company USA	Wright 2
4:30 – 5:15 pm	<i>Pecha Kucha Presentations of Process Improvement Projects</i> , 2026 Leader2Leader Collaborative Cohort	Wright 1
5:15 pm	Reception	Ohio Inventor Common Area
6:00 – 8:00 pm	2026 TPE Awards Banquet <i>America Needs Baldrige</i> , Brian Lassiter, President & CEO, The Alliance for Performance Excellence	Edison 2

Tuesday, September 15, 2026 - Quest Conference Center, Westerville, Ohio

Time	Description	Location
8:00 am	Registration	
8:00 am	Breakfast	Armstrong 2
9:00 am	Welcome, Opening Comments	Armstrong 2
9:15 - 10:00 am	Plenary Session <i>A Rural Hospital's Journey to Performance Excellence</i> , David Shaw, Chief Executive Officer/Administrator, Nor-Lea Hospital District, 2025 National Baldrige Recipient	Armstrong 2
10:00 – 10:15 am	Break & Travel to Concurrent Sessions	
10:15 - 11:00 am	<i>Knowledge Management: The Bridge between Strategy and Operations</i> , Elias Koulouriotis, Project Management Specialist, Mid America Transplant, 2021 & 2015 Baldrige Recipient	Armstrong 1
10:15 – 11:00 am	<i>Developing a World Class Workforce in a Rural Desert</i> , David Shaw, Chief Executive Officer/Administrator, Nor-Lea Hospital District, 2025 National Baldrige Recipient	Armstrong 2
10:15 – 11:00 am	<i>Integrated Process Excellence – A Business Model for the AI Era</i> , John M. Cachat, VP Services, IPE Services	Resnik
10:15 – 11:00 am	<i>2026 – 2027 Leader2Leader Collaborative</i> *Separate Event for 2026 – 2027 Leader2Leader Participants Only*	
11:00 – 11:15 am	Break & Travel to Concurrent Sessions	
11:15 am - 12:00 pm	<i>Keeping Students as the North Star: How FCPS Built a Baldrige-Aligned Customer Focus System</i> , Marty Smith, Retired Chief of Staff & Julie Fowler, Special Programs Manager, Fairfax County Public Schools, 2026 TPE Gold Award Recipient	Armstrong 1
11:15 am - 12:00 pm	<i>Elevating Journey Mapping: Turning Customer Insights into Service Blueprints that Drive Digital Adoption</i> , Elena Gonzales, UX Designer & Michael Everett, Organizational Excellence Officer, Illinois Municipal Retirement Fund (IMRF), 2019 National Baldrige Recipient	Armstrong 2

11:15 am - 12:00 pm	<i>Hitting Reset. Lessons learned,</i> Margaret Dospiljulian, Dospil & Associates	Resnik
11:15 am - 12:00 pm	<i>2026 – 2027 Leader2Leader Collaborative</i> *Separate Event for 2026 – 2027 Leader2Leader Participants Only*	
12:00 pm	Travel to Lunch	
12:00 -1:00 pm	Lunch Recognize Examiners & Judges	Armstrong 2
1:00 – 1:45 pm	Plenary Session <i>Freese and Nichols' Keys to Success and Resilience,</i> Cindy Milrany, CFO/Chief Strategy Officer (retired), Freese and Nichols, 2010 & 2024 National Baldrige Recipient	Armstrong 2
1:45 – 2:00 pm	Travel to Concurrent Sessions	
2:00 – 2:45 pm	<i>Rise: Accelerating Improvement by Implementing Best Practices Aligned with the Baldrige Core Values and Concepts,</i> Kay Kendall, CEO & Principal and Glenn Bodinson, Founder & Principal, BaldrigeCoach, Inc.	Armstrong 1
2:00 – 2:45 pm	<i>Strategy at Freese and Nichols: Our Foundation for Success,</i> Cindy Milrany, CFO/Chief Strategy Officer (retired), Freese and Nichols, 2010 & 2024 National Baldrige Recipient	Armstrong 2
2:00 – 2:45 pm	<i>From Chaos to Clarity: Aligning Strategy, People, and Daily Work to Execute What Matters Most,</i> Mark Ryan, Consultant & Tom West, Consultant, The Green Dot Consulting Group	Resnik
2:45 – 3:00 pm	Travel to Concurrent Sessions	
3:00 – 3:45 pm	<i>SMART Goals That Drive Results and Build Culture,</i> Robert Kleiner, Director of External Operations, Northeast Delta Dental, 2024 National Baldrige Recipient	Armstrong 1
3:00 – 3:45 pm	<i>New Leader Onboarding & Service Line Strategy: From Data to Execution,</i> MarJean Kennedy, Vice President of Marketing, Development, and Strategy; Tracy Smith, Director Imaging Services; and Katie Sams, Director of Business Development WVU Medicine Camden Clark, 2022 TPE Governor's Award for Excellence Recipient	Armstrong 2
3:00 – 4:00 pm	<i>From Fixer to Influencer: A Leader Others WANT To Follow,</i> Sean Olson, CEO, Renogize Professional Coaching	Resnik
3:45	Travel to Closing Session	
4:00 – 4:30 pm	Closing Session <i>Baldrige Enterprise Update,</i> Dr. Margot Hoffman, President & CEO, The Partnership for Excellence	Armstrong 2

Schedule subject to change. Updated 7/31/2026.