Early Bird Discount through August 15th

QUEST FOR SUCCESS——CONFERENCE

2025







PRE-CONFERENCE WORKSHOPS, AWARDS BANQUET & FULL DAY CONFERENCE

MAKE PLANS TO JOIN US!



DATE September 8 - 9, 2025



LOCATION OSU, COLUMBUS, OH

REGISTER TODAY





CONFERENCE

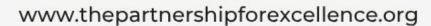
Pre-Conference Workshop #1 September 8th 1:00 - 4:30 p.m. ET



Instructor: Kurt Schoch, Ed.D., Founder, Performance Improvement Consulting

This session will present key elements of professional coaching and what it means to not just do coaching but to be a coach in any environment. The session will describe what coaching is and will provide the opportunity for participants to practice coaching with each other.

Coaching models and frameworks will be introduced, along with key principles of coaching to help ensure understanding of the coaching modality as distinct from other approaches. Participants should bring a topic to the session around which they would like to be coached – business, personal, or other – which they are comfortable sharing with the group.







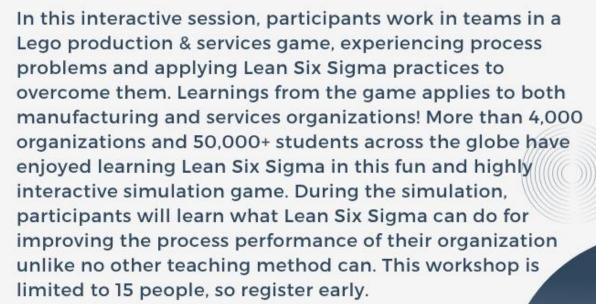


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Pre-Conference Workshop #2 September 8th 1:00 - 4:30 p.m. ET

LEGO Game: Learn the power of Lean Six Sigma through an interactive simulation game

Instructor: Edwin Boon, CEO, The Lean Six Sigma Company USA



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CONFERENCE

Plenary Session Featured Speaker

Built to Last: How Five Foundational Practices Drive Excellence & Continuity

Robert Kleiner, Director of External Operations, 2024 Baldrige recipient Northeast Delta Dental



BUILDING BRIDGES
Communication & Collaboration

September 8 - 9, 2025 OSU, COLUMBUS, OH Discover how combining SMART Goals, effective communication, a culture of service through GOSE(Guarantee of Service Excellence), quality improvement, and intentional succession planning can build a high-functioning, future-ready organization. This session unpacks the power of integration to foster accountability, elevate service, & sustain long-term performance.



CONFERENCE

Breakout Session Featured Speaker

Leading with Vision: A Baldrige Approach to Strategic Thinking and Innovation

TBD

2021 & 2015 Baldrige recipient Mid America Transplant



BUILDING BRIDGES
Communication & Collaboration

September 8 - 9, 2025 OSU, COLUMBUS, OH In this engaging breakout session, twotime Baldrige recipient Mid America Transplant will share how they align initiatives to maximize operational excellence through strategic thinking and innovation.





CONFERENCE

Breakout Session Featured Speaker

Heartwired Transformation: From Strategy to Heart in Valuing People and Achieving Excellence

Carol Shields, Director of Performance Excellence Community Health Network, 2025 TPE Gold Award Recipient

Carol will explore the vital connection between strategy and how their community values its people. She'll share details on their Mission, Vision & Values and the various cultural systems and structures that support leaders in prioritizing people, ultimately driving excellence in results. This comprehensive approach underscores their commitment to integrating strategic goals with a deep appreciation for the individuals who make success possible, truly embodying the essence of heartwired transformation.

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2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speakers



Power Up Your Team: Tools & Perspectives for Smart Workforce Management

Kim Adelman, Principal and David Murdock, Principal, ECG Management Consultants





September 8 - 9, 2025 OSU, COLUMBUS, OH According to a <u>Gallop poll</u>, managers account for 70% of the variance in their team's engagement. Another <u>Gallop poll</u> reports that middle managers experience more stress & burnout than the people they manage. In healthcare, this often results from strong front-line clinicians being promoted into supervisory positions without tools or training to successfully manage & lead teams along with little guidance for navigating complex, matrixed organizations. This interactive session, which includes case study examples, will cover approaches for mastering the matrix as well as practical, day-to-day tools for effectively managing workforce capability and capacity, improving employee engagement, and reducing middle manager burnout.



CONFERENCE

Breakout Session Featured Speaker

Don't wait for AI, the Baldrige Excellence Framework & Lean are here now

Margaret Dospiljulian, Dospil & Associates

Have you felt you're not getting the most out of your continuous improvement efforts? What does your senior leadership messaging include? What role does actionable data have within your check-in meetings? How do your strategic objectives & customer engagement come into play? How about your new employee onboarding? During this session, we will explore these questions & possible approaches while sharing the process optimization/ scaling approach currently underway using a bespoke mix of the Baldrige Framework, Lean, and Lean Sigma with one organization, as well as improvement results from

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another organization's journey.





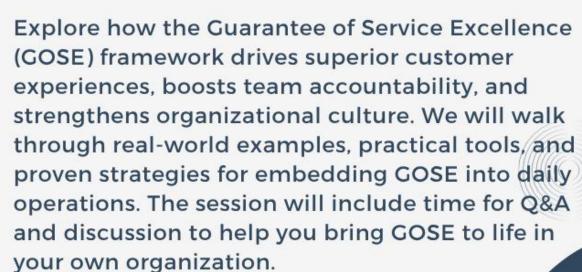


CONFERENCE

Breakout Session Featured Speaker

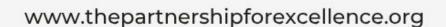
GOSE in Action: Turning Service Standards into Everyday Excellence

Robert Kleiner, Director of External Operations, 2024 Baldrige recipient Northeast Delta Dental











CONFERENCE

Plenary Session Featured Speaker

Leading with Stewardship: Revolutionizing Tissue Donation Through Baldrige & Lab Innovation

Amber Carriker, Director of Laboratory Services 2021 & 2015 Baldrige recipient Mid America Transplant



BUILDING BRIDGES
Communication & Collaboration

September 8 - 9, 2025 OSU, COLUMBUS, OH Two-time Baldrige recipient Mid America Transplant will share how they revolutionized tissue donation by utilizing realtime donor pre-screening to maximize the gift through optimized resource allocation.





2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speakers



Easy Tools to Accelerate Improvement

Kay Kendall, CEO & Principal and Glenn Bodinson, Founder & Principal, BaldrigeCoach





September 8 - 9, 2025 OSU, COLUMBUS, OH Even though Kay is a Lean Six Sigma Master Black Belt and Glenn is a Six Sigma Blackbelt & Shingo Prize examiner, they both claim to be "methodology agnostics." They learned that no one methodology with a rigidly defined tool set serves every organization and every improvement opportunity. Some methodologies require extensive knowledge of statistics, which can intimidate those with math anxiety. Some are more suited to certain industries and sectors. They've found that it's better to choose the tool that's the easiest to use to solve a problem, analyze a process, and achieve quick wins. Join them as they assemble a different sort of tool kit that accelerates improvement!



2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speaker



This engagement is intended for attendees whose organizations struggle at times achieving the intended impact of larger strategic projects and initiatives due to execution issues. It outlines a timely and effective method to move from idea to action – to align project scope and impact, validate needed resources and capacity to achieve the timeline, and define appropriate execution monitoring. In addition to defining the method, challenges, and best practices, time for attendees to interact regarding their experience is available. Attendees leave the session with concrete building blocks for implementation of idea to action transition in their own organization.

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2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speakers



Pecha Kucha Presentations of Process Improvement Projects

2024-2025 Leader2Leader Collaborative Cohort

September 8 - 9, 2025, Fawcett Center at OSU, Columbus, OH



Ivan Bruce Charleston Area Medical Center



Harry Cain Ironton-Lawrence County CAO



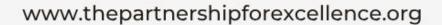
Fred Ervin WVU Medicine Camden Clark



Kelly McFarland HospiceCare



Sarah McClanahan CAMC Health





CONFERENCE

Breakout Session Featured Speaker

The Value of being an Examiner

Mike Belter, Baldrige Champion & Budget Analyst Staff - Appalachian Power Company (retired)



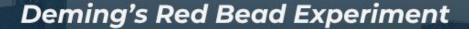


September 8 - 9, 2025 OSU, COLUMBUS, OH Mike Belter has spent 36 years supporting Baldrige initiatives at state/regional programs and nationally. He is a great ambassador for the Baldrige community and has extensive knowledge of the Baldrige framework. Mike will lead an interactive session for participants considering being an examiner. Participants will learn what examiners do during an evaluation of an applicant, comprehend that they can identify strengths & opportunities for improvement, and understand how being an examiner gives them new or refined skills that will likely help them in their jobs. TPE Director of Training & Administration, Lauren Browning, will assist Mike in this session.

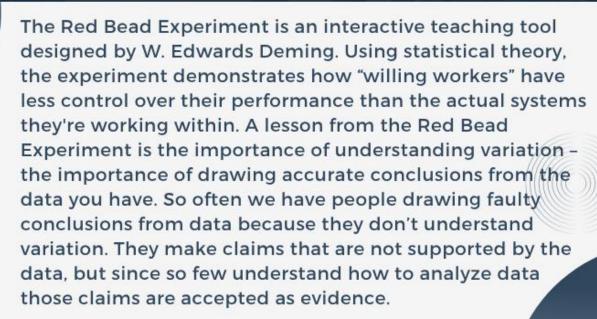


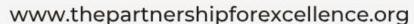
CONFERENCE

Breakout Session Featured Speaker



Bill Soller, Principal, Corporate Advantage Network, LLC











CONFERENCE

Closing Session Featured Speaker

Baldrige Enterprise Update

Margot Hoffman, President & CEO, The Partnership for Excellence





September 8 - 9, 2025 OSU, COLUMBUS, OH In the closing session of the conference, TPE
President & CEO Dr. Margot Hoffman, who also
serves as the Chair for the Alliance for
Performance Excellence board and is on the
Baldrige Board of Overseers, will present an
update on recent activities in the Baldrige
Enterprise including updates on the national
Baldrige program, the Alliance for Performance
Excellence, and The Partnership for Excellence.



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