

— 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

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2025 QUEST FOR SUCCESS CONFERENCE

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

Being a Coach as an Approach to Leadership

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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2025 QUEST FOR SUCCESS CONFERENCE

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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In this interactive session, participants work in teams in a Lego production & services game, experiencing process problems and applying Lean Six Sigma practices to overcome them. Learnings from the game applies to both manufacturing and services organizations! More than 4,000 organizations and 50,000+ students across the globe have enjoyed learning Lean Six Sigma in this fun and highly interactive simulation game. During the simulation, participants will learn what Lean Six Sigma can do for improving the process performance of their organization unlike no other teaching method can. This workshop is limited to 15 people, so register early.

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2025 QUEST FOR SUCCESS CONFERENCE

Awards Banquet Featured Speaker

***Improve Your Health Like You Improve
Your Organization***

Jim Steffen, America's Fun Fitness Coach
Owner, Jim's Gym



Improving your health is much like improving your organization using the Baldrige framework. Both require systematic approaches, discipline, and resilience to achieve your goals and improve results. Join us to hear Jim Steffen share his message of the power of positive choices. As one of America's top fitness motivational speakers, Jim has inspired thousands to make healthy changes to their lives. Jim has appeared on Live! With Regis and Kelly, The Jay Leno Show, and ESPN SportsNation, and is a two-time competitor on American Ninja Warrior.

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2025 QUEST FOR SUCCESS 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

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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.

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2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speaker

Leading with Vision: A Baldrige Approach to Strategic Thinking and Continuous Improvement

Elias Koulouriotis, Project Management Specialist,
2021 & 2015 Baldrige recipient Mid America Transplant



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In this engaging breakout session, two-time Baldrige recipient Mid America Transplant will share how they align initiatives to maximize operational excellence through strategic thinking and innovation.

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2025 QUEST FOR SUCCESS 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



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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



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According to a Gallop poll, managers account for 70% of the variance in their team's engagement. Another Gallop poll 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.

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2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speaker

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

Margaret Dospiljulian, Dospil & Associates



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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 another organization's journey.

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2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speaker

Designing Systems That Serve: A Lean, Human-Centered Approach to Building New Processes

Katherine Bosma & Mark Ryan, The Green Dot Group
Jerry Landers, Turning Point System of Care



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Turning Point System of Care is a trusted non-profit provider for addiction recovery & mental health crisis services within the Jane Pauley Community Health Center, a federally qualified community health center in Indiana. In partnership with The Green Dot Group, a multidisciplinary team was formed and used lean start-up strategies to design processes for expanding addiction health services at primary care clinics. Tools such as journey mapping, patient personas, and design challenges were used to curate the right experience for the patient seeking recovery, neighboring pediatric patients, and staff members. Join us to learn how lean thinking can be used to design human-centered processes.

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2025 QUEST FOR SUCCESS 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



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Explore how the Guarantee of Service Excellence (GOSE) framework drives superior customer experiences, boosts team accountability, and strengthens organizational culture. We will walk through real-world examples, practical tools, and proven strategies for embedding GOSE into daily operations. The session will include time for Q&A and discussion to help you bring GOSE to life in your own organization.

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2025 QUEST FOR SUCCESS 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



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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.

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Breakout Session Featured Speakers



Easy Tools to Accelerate Improvement

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



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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!

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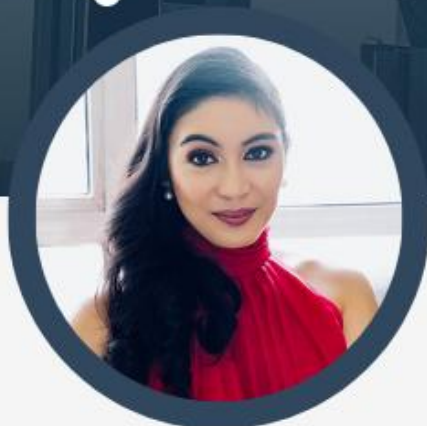


2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speaker

***Generations of Excellence:
Engaging a Multigenerational Workforce
to Drive Continuous Improvement***

Alexandra Calingo, Executive Education Project
Manager, American College for Healthcare Executives



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As organizations strive for excellence in an increasingly complex landscape, the ability to engage and align a multigenerational workforce becomes a competitive differentiator. This session explores how leaders can tap into the unique strengths of every generation—from Boomers to Gen Z—to fuel continuous improvement, drive innovation, and foster a high-performing culture. Grounded in the Baldrige Framework and supported by real-world examples, this session offers practical strategies to promote collaboration, knowledge sharing, and engagement across age groups.

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2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speaker

From Big Idea to Successful Implementation

A quick & effective transition from *idea* to *action* to ensure success

Tom Kress, Owner, Strategy Accelerator, LLC



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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



2025 QUEST FOR SUCCESS CONFERENCE

Breakout Session Featured Speaker

The Value of being an Examiner

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



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.



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Breakout Session Featured Speaker

Deming's Red Bead Experiment

Bill Soller, Principal, Corporate Advantage
Network, LLC



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The Red Bead Experiment is an interactive teaching tool designed by W. Edwards Deming. Using statistical theory, the experiment demonstrates how “willing workers” have less control over their performance than the actual systems they're working within. A lesson from the Red Bead Experiment is the importance of understanding variation – the importance of drawing accurate conclusions from the data you have. So often we have people drawing faulty conclusions from data because they don't understand variation. They make claims that are not supported by the data, but since so few understand how to analyze data those claims are accepted as evidence.

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2025 QUEST FOR SUCCESS CONFERENCE

Closing Session Featured Speaker

Baldrige Enterprise Update

Margot Hoffman, President & CEO,
The Partnership for Excellence



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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