



## 25<sup>th</sup> Annual Quest for Excellence Conference

*Become Resilient: Adapt. Innovate. Thrive.*  
September 9 – 10, 2024

### Monday, September 9, 2024 - OSU Fawcett Center, Columbus, Ohio

Time	Description	Location
12:00 pm	Registration Open	Lobby by Clinton
1:00 – 4:30 pm	<b>Pre-conference Workshop</b> <i>The Bridge between Customer and Workforce Engagement: A Shared Relationship Model</i> , Cindy Burkholder, Maricris Miller, and Andrew Weber, Vandalia Health	Hancock
5:30 pm	<b>Reception – (Cash Bar, Credit Card Only)</b>	Alumni Lounge
6:00 – 8:00 pm	<b>2024 TPE Awards Banquet</b>	Alumni Lounge

### Tuesday, September 10, 2024 - OSU Fawcett Center, Columbus, Ohio

Time	Description	Location
8:00 am	Registration	Lobby by Clinton
8:00 am	Breakfast	Clinton
9:00 am	Welcome, Opening Comments	Clinton
9:15 - 10:00 am	<b>Keynote Presentation</b> <i>Impact of Diversity on Resilience</i> , Greg Braylock, Jr., Vice President and Chief Diversity, Equity & Inclusion Officer, ProMedica	Clinton
10:00 – 10:15 am	<b>Break &amp; Travel to Concurrent Sessions</b>	
10:15 - 11:00 am	<i>Leveraging AI &amp; the Baldrige Framework to Improve Education</i> , Dr. Joe Mullikin, Superintendent, John Smith, Board President, & Heather Alderks, Director of Safety and Operations, Meridian CUSD 223	Jefferson
10:15 – 11:00 am	<i>Developing a Team Voice and Vision Setting for Success</i> , Maresa Campbell, Senior Director Care Management, The Ohio State University Wexner Medical Center	Monroe
10:15 – 11:00 am	<i>Operational Initiatives Deployment: Challenges, Best Practices, &amp; Impact</i> , Tom Kress, Owner, Strategy Accelerator, LLC	Highland
11:00 – 11:15 am	<b>Break &amp; Travel to Concurrent Sessions</b>	
11:15 am - 12:00 pm	<i>Topic TBD</i> , Jessica Stroup, Administrative Supports Director & Shelly Lackey, Community Supports Director, Perry County Board of Developmental Disabilities	Jefferson
11:15 am - 12:00 pm	<i>Why “Good Enough” Seldom Is, or Why You Need a Second Job</i> Glenn Bodinson, Founder & Principal and Kay Kendall, CEO & Principal, BaldrigeCoach	Monroe
11:15 am - 12:00 pm	<i>Practical Change Management Strategies to Fostering Performance Improvement Mindset with Organizations</i> , Dr. Ekpen Owie, Assistant Professor of Business & Dr. Shane Fudge, Assistant Professor of Business, University of Findlay	Highland
12:00 pm	<b>Travel to Lunch</b>	
12:00 -1:00 pm	<b>Presentation of Colors, Pledge of Allegiance, Lunch</b> Recognize Examiners & Judges	Clinton
1:00 – 1:45 pm	<b>General Session</b> <i>Adapting, Innovating &amp; Thriving: Best Practices in Resilience</i> , Discussion Panel of TPE/Baldrige recipients	Clinton
1:45 – 2:00 pm	<b>Travel to Concurrent Sessions</b>	

<b>2:00 – 2:45 pm</b>	<i>Oklahoma City Indian Clinic Process Improvement Fair</i> , Kaitlin Hixson, Director of Continuous Improvement, Oklahoma City Indian Clinic	Jefferson
<b>2:00 – 2:45 pm</b>	<i>An Operational Excellence Journey</i> , Paul Hoover, President, Kettering Health Hamilton and Heidi Siens, Center for Excellence Senior Project Manager, Kettering Health	Monroe
<b>2:00 – 2:45 pm</b>	<i>Transformative Disruption</i> , Sara Abshari, Head of Strategic Deployment & Realization, MilliporeSigma	Highland
<b>2:45 – 3:00 pm</b>	<b>Travel to Concurrent Sessions</b>	
<b>3:00 – 3:45 pm</b>	<i>Pecha Kucha Presentations of Process Improvement Projects</i> , 2024 Leader2Leader Collaborative Cohort	Jefferson
<b>3:00 – 3:45 pm</b>	<i>Building Commitment for Planned Change</i> , Dr. Michael Colburn, Associate Professor - Management (retired), Ashland University	Monroe
<b>3:00 – 3:45 pm</b>	<i>Are We Making Progress? – One Organization’s Approach to Utilizing the Baldrige Assessment Tool to Gain Insight to Leadership and Workforce Perceptions</i> Fred Ervin, Baldrige Program Manager, WVU Medicine Camden Clark	Highland
<b>3:45</b>	<b>Travel to Closing Session</b>	
<b>4:00 – 4:30 pm</b>	<b>Closing Session</b> <i>State of The Partnership for Excellence</i> , Dr. Margot Hoffman, President & CEO, The Partnership for Excellence	Monroe

Schedule subject to change. Updated 5/20/2024.