

THIRD THURSDAY WEBINAR

May 16, 2024, at 11:00 a.m. ET / 10:00 CT / 9:00 MT / 8:00 PT

Topic: *Using Leading Indicators to Accelerate Improvement*



Kay Kendall
CEO & Principal
BaldrigeCoach

Many organizations use scorecards to monitor progress, but they are typically populated with outcome – or lagging – indicators. In this session, Kay Kendall will describe leading indicators, share tips on how to proactively identify them, and demonstrate how they lead to greater and faster improvement for key outcomes.

Kay Kendall has more than 20 years as a quality executive leading large-scale change initiatives across diverse industries. As CEO of BaldrigeCoach, she currently works with organizations on their journey toward Performance Excellence. Kay served on the Panel of Judges for the Malcolm Baldrige National Quality Program for 3 years. She continues as a Master Examiner. She was a Master Examiner and team leader for the AHCA/NCAL Quality Award Program. She was also a Judge for the VA's Carey Award and a Judge for PiPEX, the Baldrige-based program serving Massachusetts, New York, Connecticut, and Rhode Island.

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