

# 2007

## CPEX QUEST FOR EXCELLENCE VI

### In Concert for Performance Excellence

#### PRESENTED BY:

Colorado Performance Excellence, a member of the Alliance for Performance Excellence based on the Baldrige National Program for Performance Excellence

#### WHAT:

CPEX Best Practices Conference/Examiner Celebration/Awards Luncheon

Governor Bill Ritter invited to present awards

November 15, Conference 7:30 a.m. – 4:30 p.m.

November 16, Conference/Examiner Celebration/Awards 7:30 a.m. – 2:30 p.m.

#### WHY ATTEND:

What you will learn at the event:

- Discover a proven framework for performance that improves your workplace and delivers results
- Learn best practices in performance excellence from Colorado and national leaders
- Access tools, techniques including benchmarking, and strategies to improve your organization
- Get involved in Colorado's organizational learning community and network

#### WHERE:

Marriott South at Park Meadows

10345 Park Meadows Drive

Littleton, CO 80124

303-925-0004

Special hotel rates available until 10-23-07.

Mention CPEX when registering.

#### PRESENTERS:

**Ken Schnitzer**, Chairman, Park Place Lexus 2005 Baldrige Recipient, "We established a new standard for our industry because we were driven to create the best possible client experience. And how did we organize our work to bring out the best in everyone? We took the path laid down by the Baldrige Criteria."

**John Timmerman**, Vice President, Quality & Program Management, The Ritz-Carlton Hotel Company, L.L.C. John is responsible for Customer Loyalty Measures and Improvement Strategies, Quality Assurance Processes and Audits, Corporate Customer Relations, and the deployment of the Brand Strategy.

**Ormella Cummings, Ph.D.**, Chief Strategy Officer, North Mississippi Medical Center; Baldrige examiners said in 2006, NMMC provided community services to 156,750 people through free health fairs, screenings, health education and CPR classes, and immunization programs held throughout the rural region in churches, shopping centers and other locations. Charitable donations, charity care, medical cost savings, and volunteer services total about \$70 million annually.

**Shan Glandon**, Director, Curriculum and Instruction, Jenks Public Schools, 2005 Baldrige recipient began its quality journey 10 years ago. It was a natural outgrowth of its progress to complete and submit an application for the Malcolm Baldrige National Quality Award. The district is oriented to organizational performance results.



Don Jenkins, Director, Colorado Springs Chorale

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#### TO REGISTER

[www.coloradoexcellence.org](http://www.coloradoexcellence.org)

#### EVENT FEES

##### November 15 or 16

\$275 per person per day for  
for-profit organizations

\$225 per person per day for  
non-profit organizations

Lunch only - each day - \$55

#### Sponsorships for both days:

Eagle - 10 registrations  
@ \$4,000.00

Big Horn - 5 registrations  
@ \$2,000.00

Elk - 3 registrations @ \$ 1,200.00

#### Sponsorships for one day:

San Juan - 10 registrations  
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Sangre de Cristo - 5 registrations  
@ \$1,000

San Isabel - 3 registration @ \$600



Continued on the next page

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#### PRESENTERS CONTINUED:

**Don Jenkins**, Director of the Colorado Springs Chorale, will speak to the CPEX theme, In Concert for Performance Excellence and how high performance relates to Excellence in Harmony.

**Adam Cohen**, Quality Director, CH2M HILL, was an employee of CH2M HILL subsidiary Operations Management Inc. when it received the Baldrige Award in 2000. Adam will moderate the CPEX/Baldrige panel. Also, participating will be Joanne Fenton, Chief Administrative Officer, North Colorado Medical Center, 2006 Timberline recipient; Tim Mills, Superintendent, Mesa County Valley School District #51, Foothills recipients in 2003, 2005, 2006; Peak Award Recipient, 2004; Tim Jares, Monfort College of Business, Timberline Recipient and Baldrige National recipient in 2004; and Ormella Cummings and Ken Snitzer, Baldrige award recipients in 2006 and 2005.

#### SESSIONS:

##### Networking and Best Practices sharing sessions

Thursday, November 15

- **Baldrige Journey and Lessons Learned**, Ormella Cummings, Ph.D., NMMC, and Kenneth L. Snitzer, Park Place Lexus
- **Lean Manufacturing and Baldrige**, Roger Maddocks, Former Plant Manager at Kodak in Windsor, and Executive Professor at Monfort College of Business at the University of Northern Colorado
- **Performance Excellence in Education**, Karen Teja, Former Colorado Springs District #11 School Board Member, and W.A. (Bill) Liggett, Ph.D., Director of Research and Program Evaluation, Mesa County Valley School District 51
- **Whole System Transformation**, Kay Daugherty, Ph. D., Denver Health and Hospitals
- **Applying for a CPEX Award**, Dr. Sharon Clinebell, Professor, Monfort College of Business
- **Developing Human Capital in CPEX/Baldrige Application**, Tom Huberty, BAE Systems, working with the Missile Defense Agency
- **Leadership and Best Practices in Program Management**, David Lewis, Program Manager for Warfighter Operations, Boeing
- **Ethics and Baldrige**, Dr. Buie Seawell, Chair, Business Ethics and Legal Studies, Daniels College of Business, University of Denver
- **ASQ International Team Competition**, Robert Finkelmeier, Professor, Western Governors University, and Nancy Page Cooper, Broker Associate, Coldwell Banker
- **Mobilizing Commitment to Excellence**, Terri Kammeier, Director of Special Projects, North Colorado Medical Center in Greeley and Joanne Fenton, Chief Administrative Officer, North Colorado Medical Center

Friday, November 16

##### Keynotes and Awards Presentation

**Shan Glandon**, Jenks School District  
**John Timmerman**, Ritz Carlton  
**Governor Bill Ritter**, Invited

In depth presentations 9:00 a.m. – 12:30 p.m.

- **The Jenks School District Baldrige Journey**, Shan Glandon and Team, Director of Curriculum, Jenks School District



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#### SESSIONS CONTINUED:

- **Integrated Self Assessments**, Maggie Cronin, Global Communications Solutions, and Norma Krech, Enterprise Quality, Avaya, Inc.
- **Developing a Leadership System-A Process Design Studio**, (limit 30 attendees)  
Dr. John Latham, Professor, Monfort College of Business at the University of Northern Colorado
- **Job Benchmarking and Workforce Competencies**, Richard Wagner, CPEX Chair, and CEO of Dynamic Achievements
- **CPEX Nuts and Bolts**, Dr. Jim Walker, COO, Colorado Performance Excellence
- **Lean Transformation Workshop: A Learning Simulation**, (limit 40 attendees) presented by CH2M HILL Lean Enterprise Solutions Group led by Adam Cohen, Director of Quality, CH2M HILL



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