



Conference on Enterprise Excellence

March 27, 2019 | NIU | Naperville, Illinois

8:00am – 8:30am	Registration & Networking	
8:30am – 8:35am	Welcome	IMEC⁺ David Boulay, President
8:35am - 10:20am	Creating a High-Performing Local Government through Operational Excellence & Innovation	City of Fort Collins, Colorado[*] Michael Beckstead, Chief Financial Officer
	A Journey to Excellence: How an East Tennessee Electric Company Became a National Role Model	Bristol Tennessee Essential Services[*] — Bristol, TN Leslie Blevins, Public Relations & Communications Manager
	A Stellar Baldrige Journey: Actually we are Rocket Scientists!	Stellar Solutions[*] — Palo Alto, CA Betsy J. Pimentel, Vice President of Defense Programs
10:20am – 10:40am	Break & Networking	
10:40am – 11:20am	IMRF's Journey of Excellence: Developing a Baldrige Culture in the Midst of Crisis	Illinois Municipal Retirement Fund⁺ — Oak Brook Brian Collins, Executive Director Dan Duquette, Deputy Executive Director
	An Independent Community Hospital that Defies the Odds	Saint Anthony Hospital of Chicago⁺ Dr. Eden Taksh, Chief Quality Officer
11:30am – 12:05pm	Session 1A: Panel Discussion Getting Started: Examiner Experience – How & Why Moderated by Ben Krupowicz, Executive Director, IMEC Recognition Program	Panelists to be named
	Session 1B: Topic TBA	Illinois Health & Hospital Association (IHA) — Chicago AJ Wilhelmi, President & CEO
12:05pm - 1:05pm	Lunch and Presentation of 2018 ILPEX Awards for Excellence <i>Presented by IMEC</i>	Bronze Awards for Commitment to Excellence <ul style="list-style-type: none"> › HSHS St. Anthony's Memorial Hospital - Effingham › Meridian CUSD #223 - Stillman Valley Interest in Excellence Awards <ul style="list-style-type: none"> › Alternatives - Moline › Graycor Construction Company - Oakbrook Terrace › NormaLeah Ovarian Cancer Initiative - Rock Island › QCAIR - Davenport, IA › River Bend Foodbank - Davenport, IA › Watchfire Signs - Danville

1:10pm – 1:50pm	Keynote Address Essential Leadership: Inspiring Culture, Strategy, Execution, and Evolution	Integrated Project Management Co, Inc. * + — Burr Ridge C. Richard Panico, Founder, President & CEO
2:00pm – 2:35pm	Session 3A Sustaining your Lean Transformation Journey – An Organizational Engagement Strategy	Mary Greeley Medical Center⁺ — Ames, IA Ron Smith, Manager, Performance Improvement & Lean Facilitation
	Session 3B Partnerships: The Key to Sustainable Growth	Pioneer Services — Addison Aneesa Muthana, President
2:35pm – 2:55pm	Break & Networking	
2:55pm – 3:30pm	Session 4A Excellence and Systems Perspective at ACHE	American College of Healthcare Executives (ACHE)⁺ — Chicago Craig Thompson, Director of Performance Excellence Michael Cunningham, Vice President, Publications and Director, Health Administration Press
	Session 4B Turning Customers into Advocates: Get More Referrals, More Sales, and Longer Relationships	@revenue — Chicago Marie Hale, Co-Founder and CEO
3:40pm-4:20pm	Panel Discussion Baldrige ROI – How & Why Moderated by Joe Kilbride, Kilbride Consulting, Inc. & Judge, IMEC Recognition Program	City of Fort Collins* Bristol Tennessee Essential Services* Integrated Project Management Co, Inc. * + Illinois Municipal Retirement Fund⁺ American College of Healthcare Executives⁺ Mary Greeley Medical Center⁺
4:25pm-4:30pm	Closing Remarks	IMEC⁺ Ben Krupowicz, Executive Director, IMEC Recognition Program

* Baldrige National Quality Award Recipient
+ State Performance Excellence Award Recipient

