ASQ Workshop Series - The Performance Excellence Symposium

Tue, 04/17/2012 - 22:53 — l-childs **Event Date:** Thu, 05/10/2012 - 12:00 - 19:30
Location: Swedish Cherry Hill Education Center - 500 17th Avenue, Seattle WA 98122
Event Description
Workshops

1. **Leveraging Innovation for Performance Excellence and Growth—HFHS**
   Nancy Schlichting
   Henry Ford Health Systems (HFHS) will spotlight one of the elements of excellence demonstrated by the organization and a key reason for receiving the Baldrige Award, with "Leveraging Innovation for Performance Excellence and Growth". HFHS CEO Nancy Schlichting will share examples of clinical, technological, facility, and process innovation at HFHS that have led to steady and sustained growth.
2. **Why Baldrige—Leading the Way to Excellence**
   Carol Knight-Wallace
   Learn how following the criteria can spur your organization to break through and role model performance. Understand how following its principles helped one health care organization increase its net revenue by 56 percent, how it helped a manufacturer decrease rework and repair by 57 percent, and how it helped one school district go from the worst to one of the best dropout rates.
3. **The Lite Stuff—Tips to Completing a WSQA Lite Application to Get the Maximum Benefit**
   Laura Kinney
   Understand how applications are scored and analyzed by WSQA examiners, so you can get the most from your hours of work and learn how to build process capability within your organization. Learn how your organization profile, ADLI and LeTCI are integrated during an application examination and how you need to present your processes and results.
4. **Theory of Constraints—A Primer**
   Chris Lindstrom
   We often try balance our systems to make sure everything is equally distributed. Not too much inventory, assure every production machine is busy, and no one is standing around. Learn why that is exactly the wrong thing to do! Understand the principles for maximizing throughput in your organization.
5. **Driving Cultural Change and Innovation through Baldrige** (dinner meeting presentation)
   Nancy Schlichting
   Baldrige is the means to a greater end. Learn about innovation and cultural changes to Henry Ford Health Systems wrought by Baldrige.

Fees
$80 – ASQ/WSQA
$150 – Non-member
$105 – ASQ/WSQA **after 5/7/12**
$175 – Non-member **after 5/7/12**

About the Speakers

Speakers

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1. **Nancy M. Schlichting**, CEO Henry Ford Health System
   Nancy is Chief Executive Officer of Henry Ford Health System, a nationally recognized $4.08 billion health care organization with 24,000 employees and recipient of the 2011 Malcolm Baldrige National Quality Award. She is credited with leading the health system through a dramatic financial turnaround and for award-winning patient safety, customer service and diversity initiatives.
   Nancy has an exceptional ability to balance her service to the community with her own exemplary career that has resulted in many forms of recognition over the years. Some of her most recent recognitions include being named, for the second time, one of the "Top 25 Women in Healthcare" by Modern Healthcare magazine. Becker's Hospital Review named Nancy one of its "Women to Know in Health Care." Crain's Detroit business named her one of 16 "Women to Watch."

   Schlichting received her A.B. in Public Policy Studies, Magna Cum Laude from Duke University and her M.B.A. from Cornell University. She has also been the recipient of honorary degrees from Walsh College and Central Michigan University.

2. **Carol Knight-Wallace** (CSSBB, PMP), Principal, KnightVision Consulting, LLC & Executive Director, WSQA
   Carol has nearly 15 years experience with Baldrige and WSQA and more than 20 years in the Quality field having worked in leadership positions in financial services, government, and global and Fortune 100 companies. She is a Baldrige Senior and Alumni examiner, former Chair of the WSQA Judges Panel, and is currently acting as the Executive Director for WSQA. She is an ASQ certified Six Sigma Black Belt (CSSBB) and a certified Project Management Professional (PMP).
3. **Laura Kinney**, Chair Panel of Examiner and Process Development Team, WSQA, Organizational Effectiveness Consultant and Baldrige SME, MultiCare Health System
   Laura has 15 years of organizational quality and performance excellence systems management in service, manufacturing and healthcare. She is a Senior Member, American Society for Quality and Co-Chair of the 2012 ASQ Quality Institute for Healthcare. Laura has been a Baldrige National Examiner for 4 years and is the instructor for WSQA Examiner Training. Laura spends her spare time being a quality geek and helping organizations understand how to use the Baldrige Criteria to become higher performance organizations.
4. **Chris Lindstrom**, Founder and Manager Partner Ceptara Corp. and current President, ASQ-Seattle Section
   Chris founded and is a Managing Partner at Ceptara Corporation, a Lean Six Sigma consulting firm focused on helping any size organization achieve performance excellence. He has over 15 years of management consulting experience with technology companies and has worked with several of the Fortune 50 in the US, Europe and Asia. Prior to founding Ceptara, Christopher held several engineering and executive positions for computer and telecommunications companies including AT&T Wireless, Lucent Technologies, Microsoft, NCR Corp. and Digital Equipment Corp. Christopher has a Masters of Science degree in Electrical and Computer Engineering from the University of South Carolina with an emphasis in neural networks and artificial intelligence. He holds a Bachelors of Science degree in Electrical Engineering from the University of Nebraska.

More information can be found at the Seattle Section homepage [1]
Ceptara Managing Partner, Chris Lindstrom, is Chairman of the Seattle section and invites you to get involved with your local ASQ section. If you're in Seattle he looks forward to seeing you at the meeting.

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[1] http://asq-seattle.org/index.a5w

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