**Quality Texas Foundation**

**Leadership Legacy: Sustainability of Operations**

**QUEST Conference**

**(Quality Underlies Every Single Task)**

**June 26-28, 2016**

**Holiday Inn Riverwalk, San Antonio, Texas**

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| **Sunday, June 26** | **Location** | **Event** |
| **10:00AM-3:00PM** | **Bolero 2 Room** | **Board of Directors Meeting** |
| **12:00PM-6:00PM** | **TBD** | **Conference Committee Meeting** |
| **3:00PM – 4:00PM** | **TBD** | **Fellows Meeting** |
| **4:00PM-6:00PM** | **Lobby Foyer** | **Registration** |
| **4:00PM-6:00PM** | **Tango Room** | **Volunteer Reception**  **Fellows, Judge, Examiners, Other Volunteers Recognition**  **(This reception is for all of those people who have volunteered this past year and their spouses if available)** |
| **Monday, June 27** |  |  |
| **7:00AM-7:45AM** | **Hotel Lobby** | **Breakfast Networking Period**  **(Continental Breakfast)** |
| **7:45AM-8:00AM** | **Tango** | **General Session/Welcome**  **Steve Arms, Chairman of the Board of Directors, Quality Texas**  **Foundation, National Baldrige Recipient Lockheed Martin**  **Liz Youngblood, Board of Directors - Master of Ceremonies**  **Dr. Mac McGuire, CEO, National Baldrige Alumni Examiner** |
| **8:00AM-9:00AM** | **Tango** | **Keynote Presentation**  ***Top Ten Reasons Your Organization Should Not Follow the Baldrige***  ***Framework for Continuous Improvement***  **Dr. Mac McGuire, CEO, Quality Texas Foundation, National**  **Baldrige Alumni Examiner** |
| **9:00AM-9:30AM** | **Hotel Lobby** | **Networking Break – Breakdown of Morning Session and**  **Transition to Breakout Rooms** |
|  |  | **Organizational Leaders and their Journey**  **Concurrent Sessions** |
| **9:30AM-10:30AM** | **Tango 1** | ***Leadership and the Organizational Profile Writing Seminar***  **(half day seminar)**  ***(Danny will lead potential applicants or returning applicants through the Organizational Profile and help them with questions)***  **Danny Dean, Quality Texas Judge, Engagement Level Applicant**  **Moderator: Dr. Ron Swain, Board of Directors** |
| **Tango 3** | ***Organizational and Personal Leadership***  ***(This session is designed to address the organizational leadership issues and how a leader’s personal leadership style may have to change to function with the Baldrige Framework. Each participant will have about 10-15 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***  **2016 Award Recipient**  **Dr. Bruce Leslie, Alamo College DSO**  **2015 Award Recipient**  **Seleria Fletcher, Memorial Hermann Hospital Sugar Land**  **Moderator: Dave Thomsen, Board of Directors, National Baldrige**  **Recipient – St. David’s Healthcare** |
| **Tango 4** | **Leadership and Strategic Planning and Actions (Panel)**  ***(This session is designed to address leadership and how the strategic planning categories are linked to maximize organizational performance. How does strategic planning change with the Baldrige Framework? Each participant will have about 10-15 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***  **2016 Achievement Recipient**  **Ed Broussard, City Manager, City of Tyler**  **2016 Progress Recipient**  **Tommy Gonzalez, City Manager, City of El Paso, Board of**  **Directors, National Baldrige Recipient – City of Irving**  **Moderator: Dr. Greg Gibson, Board of Directors, National Baldrige**  **Judge** |
| **10:30AM-10:45AM** | **Hotel Lobby** | **Networking Break** |
|  |  | **Organizational Leaders and their Journey**  **Concurrent Sessions** |
| **10:45AM-11:45PM** | **Tango 1** | ***Organizational Profile Writing Seminar* (half day seminar, con’t)**  ***(Danny will continue to lead potential applicants or returning applicants through the Organizational Profile and help them with questions)***  **Danny Dean, Quality Texas Judge, Engagement Level Applicant**  **Moderator: Dr. Ron Swain, Board of Directors** |
| **Tango 3** | **Leadership and the For-Profit – Our Journey**  ***(This session is designed to address how a for-profit organization is using the Baldrige Framework. This session should address the steps that Jason’s Deli is taking to improve performance. Troy and Regan need to discuss the journey of Jason’s Deli and how they believe the Baldrige Framework is good for business. Each participant will have about 10-15 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***  **2016 Achievement Recipient**  **Troy Cormier, CFO, Jason’s Deli**  **Regan Edgerly, COO, Jason’s Deli**  **Moderator: Susan Jadlowski, Board of Directors, 2016 Quality**  **Texas Progress Recipient** |
| **Tango 4** | **Leadership Through Communities of Excellence**  ***(This session is designed to highlight the steps being taken in a Community of Excellence in the Northeast San Antonio area. How does a Community of Excellence start? Each participant will have about 10 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***    **Dr. Greg Gibson, Superintendent of Schools, Schertz-Cibolo**  **Universal City ISD, Board of Directors, National Baldrige Judge**  **John Kessel, City Manager, City of Schertz**  **Dr. Jeff Goldhorn, Executive Director, Educational Service Center**  **Region 20, San Antonio**  **Moderator: Dr. Archie Blanson, Board of Directors** |
| **11:45PM-12:00PM** |  | **Networking Break – Breakdown of Morning Breakout Sessions and**  **Transition to Luncheon** |
| **12:00PM-1:45PM** | **Tango** | **Luncheon**  **This luncheon will begin with giving away the 9 Beginner, 2 Engagement, and 2 Commitment Recognition Awards.**  **Beginner Level**  **City of Schertz**  **Houston Community College**  **Huitt-Zollars, Inc.**  **Northeast Lakeview College**  **Region 20 Educational Service Center**  **R.O.C.K. Ride on Center for Kids**  **Schertz-Cibolo-Universal City (SCUCISD)**  **School of Professional and Technical Programs, Tyler Junior College**  **Williamson County Emergency Communications**  **Engagement Level**  **City of Austin Building Services Department**  **GenCure (BioBridge Global)**  **Commitment Level**  **Peterson Regional Medical Center**  **Texas Hospital Association**    **Keynote: Ms. Diane Brockmeier, CEO,**  **Mid-America Transplant, 2015 National Baldrige Recipient**  **MC: Liz Youngblood, Board of Directors**  **Presentation of Beginner, Engagement, and Commitment Recipients** |
| **1:45PM-2:00PM** | **Hotel Lobby** | **Networking Break – Breakdown of Luncheon Session and**  **Transition to Breakout Rooms** |
|  |  | **Organizational Leaders and their Journey**  **Concurrent Sessions** |
| **2:00PM-3:00PM** | **Tango 1** | ***Why the Baldrige Framework for Continuous Improvement? (Panel)***  ***(This session is designed to allow each participant a brief time to address their journey into becoming a Baldrige recipient. Each participant will have about 10 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***  **Dale Crownover, President, Texas Nameplates, two-time National**  **Baldrige Recipient, Former Chair of the Board National Baldrige,**  **Vice-Chair Quality Texas Foundation Board of Directors**  **Ken Schiller, Principal, K & N Management, National Baldrige**  **Recipient, National Baldrige Judge, Board of Directors**  **Steve Arms, Director, Quality and Mission Success**  **Air and Missile Defense Programs, Lockheed Martin Missiles**  **and Fire Control, National Baldrige Recipient, Chair Quality**  **Texas Foundation Board of Directors**  **Moderator: Barry Johnson, Board of Directors** |
| **Tango 3** | ***Leadership and Strategic Planning in Education (Panel)***  ***(This session is designed to address leadership and how the strategic planning categories are linked to maximize organizational performance. How does strategic planning change with the Baldrige Framework? Each participant will have about 10-15 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***  **2016 Award Recipient**  **Dr. Bruce Leslie, Chancellor, Alamo College District Support**  **Operations**  **Dr. Thomas Cleary, Vice Chancellor for Planning, Performance**  **and Information Systems**  **2015 Award Recipient**  **Dr. Mike Flores, President, Palo Alto Community College**    **Moderator: Mitzi Ressmann, Board of Directors** |
| **Tango 4** | ***Leadership in Baldrige, Not-for-Profits, and Military (Panel)***  ***(This session is designed to allow each participant a brief time to address their journey into following the Baldrige framework. Each participant will have about 10 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***  **James Doty, (BG, USA, Retired) Installation Management**  **Command (IMCOM), Ft. Sam Houston**  **Dr. Ron Swain, Chair, The Williamson County Institute for**  **Excellence in Nonprofits, Inc., Board of Directors**  **Dr. Tracy Ginsburg, CEO, Texas Association of School Business**  **Officials, Board of Directors**  **Moderator: Rob Tortorice, Board of Directors** |
| **3:00PM-3:15PM** | **Hotel Lobby** | **Networking Break**  **Transition to Tango Group Session** |
| **3:15PM-4:30PM** | **Tango** | ***Introduction of Products/Services to Help YOUR Organization***  ***(This session is designed to address any and all remaining questions from participants about the role, products, and services of the Quality Texas Foundation.)***  **Dr. Mac McGuire, QTF CEO**   * **Levels of Applications** * **Communities of Excellence** * **Pre-Examiner Training** * **Examiner Training** * **Leadership Development** * **Strategic Planning** * **Organizational Profile** * **Organizational Coaching/Mentoring** * **How to get Started on the Journey** |
| **4:30PM** | **Tango** | **Dismissal** |
| **Tuesday, June 28** |  |  |
| **7:00AM-8:00AM** | **Hotel Lobby** | **Breakfast Networking Period (Continental Breakfast)**  **Transition to Concurrent Sessions** |
|  |  | **Organizational Leaders and their Journey**  **Concurrent Sessions** |
| **8:00AM-9:15AM** | **Tango 1** | ***Leadership: Government/Not for Profit/For Profit Applicants***  ***(This session is designed to allow each participant a brief time to address their journey into following the Baldrige framework in Government/NFP/FP. Each participant will have about 10 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***  **2016 Achievement Recipient**  **Ed Broussard, City Manager, City of Tyler**  **Troy Cormier, CFO, Jason’s Deli**    **2016 Progress Recipient**  **Tommy Gonzalez, City Manager, City of El Paso, Board of**  **Directors, National Baldrige Recipient – City of Irving**    **Moderator: Dr. Ron Swain, Board of Directors** |
| **Tango 3** | ***Leadership: Education Applicants***  ***(This session is designed to allow each participant a brief time to address their journey into following the Baldrige framework from the Education perspective. Each participant will have about 10 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***    **2016 Award Recipient**  **Dr. Thomas Cleary, Vice Chancellor for Planning, Performance**  **and Information Systems**    **Dr. Greg Gibson, Superintendent, Schertz-Cibolo-Universal City**  **ISD, Board of Directors, National Baldrige Judge, Quality**  **Texas Foundation Examiner and Process Coach**    **Moderator: Linda Myers, Board of Directors** |
| **Tango 4** | ***Leadership: Healthcare Applicants***  ***(This session is designed to allow each participant a brief time to address their journey into following the Baldrige framework from the Healthcare perspective. Each participant will have about 10 minutes to discuss and then take questions from the audience. This session is intended to be highly interactive after the initial presentation either verbally or with PowerPoint assistance.)***    **2016 Achievement Recipient**  **Jim Paresi, CEO, Memorial Hermann Hospital, Katy**    **2016 Progress Recipient**  **Susan Jadlowski, CEO, Memorial Hermann Hospital,**  **Greater Heights**    **2016 Commitment Recipient**  **Steve Paulter, COO, Peterson Regional Medical Center**  **Moderator/Facilitator: Dave Thomsen, Board of Director,**  **Baldrige Recipient – St. David’s Healthcare** |
| **9:15AM-9:30AM** | **Hotel Lobby** | **Networking Break**  **Transition to Tango Group Session** |
| **9:30AM-11:00AM** | **Tango** | ***Leadership: Panel Discussion – 2016 Quality Texas Award & Achievement Recipients***  ***(This session is designed to allow each participant who submitted a 50-page application to discuss lessons learned and progress achieved in the past few years. Each participant will have some questions posed from the facilitator and then take questions from the audience. This session is intended to be highly interactive.)***  ***Dr. Mac McGuire - Facilitator* (Open Questions from the Floor)**   * **Dr. Bruce Leslie, Alamo College District Support Operations, Award Recipient** * **Mr. Ed Broussard, City of Tyler, Achievement Recipient** * **Seleria Fletcher, Memorial Hermann Katy, Achievement Recipient** * **Troy Cormier, CFO, Jason’s Deli, Achievement Recipient** |
| **11:00AM-11:15AM** |  | **Networking Break** |
| **11:15AM-1:15PM** | **Tango** | **Awards and Recognition Luncheon**  ***(This session will begin with lunch, then around 11:45 with the presentation of Recognition of the Progress, Achievement, and TAPE highest Award.)***  **Progress Level**  **City of El Paso**  **Memorial Hermann Greater Heights Hospital**  **Workforce Solutions for North Central Texas**  **Achievement Level**  **City of Tyler**  **Deli Management, Inc. (Jason’s Deli)**  **Memorial Hermann Katy Hospital**  **Award Level**  **Alamo Colleges District Support Operations**  **Dr. Michael Shabot, Executive Vice President & Chief Clinical**  **Officer, Memorial Hermann Health System - Keynote Speaker**  **Leadership and Measurement (30 minutes)** |
| **1:15PM-2:30PM** | **Tango 1** | ***Panel Discussion – Roles of Leaders, Roles of Examiners, Why Apply with QTF, Other Topics as highlighted by participants in Monday sessions***  **Judge - Team Leader - Backup Team Leader - Feedback Writer – Examiner** |