

Breakout Sessions

Wednesday, October 24

10:15 am – 11:30 am

The Business Management System – Integrating the Baldrige Criteria with Your Quality Management System

Barbara Williams, Extension Specialist
NCSU - Industrial Extension Service

In this session, Barbara Williams—an American Society for Quality Certified Quality Auditor, an RABQSA Certified Quality Management System Lead Auditor, and a certified Plexus Trainer/Coach—helps organizations understand the differences between quality management system requirements and the Baldrige Criteria. She also explains how to integrate the Baldrige Criteria into your existing quality management system to enhance competitiveness.

Take it Outside!

Mike Kassky
US National White Water Center

Take your team to another level! The USNWC offers groups fun outdoor teambuilding experiences through a multifaceted challenge course. Engage in an opportunity to discover and explore leadership, problem solving, communication and other teamwork skills through facilitator led initiatives. Learn how USNWC staff design a program consisting of games, initiatives, as well as low and high elements suited to your group's abilities, needs, and goals.

The Quest for Excellence at High Point Regional Health System

Jeff Miller, CEO
Martha Barham, COO
High Point Regional Health System

Highpoint Regional Health System leaders have instituted a systematic approach to process improvement and the pursuit of excellence through the application of Lean Six Sigma programs within their organization. The system-wide Six Sigma model will be reviewed in the context of organizational change and a results oriented vision set by the senior leaders. Key learnings will be highlighted specific to “what it takes” to be successful along the way.

Overhaul of the HH-60 and Its Product Line

Dennis Williams, Quality Management Coordinator
Robert Swaim, HH-60 Deputy Product Line Manager
US Coast Guard

The US Coast Guard located in Elizabeth City, NC has implemented the Lean concept in their facility that manages air craft repair and supply functions. Hear successes and lessons learned from the HH-60 Product Line effort to increase throughput. Learn why increasing throughput was critical; how throughput was increased; and the results of increased throughput.

3:15pm – 4:30pm

Integrating Six Sigma with Baldrige

Joe Page, Continuous Improvement Consultant
Caterpillar Financial Services Corporation

Learn how Caterpillar's Financial Products division successfully integrated Six Sigma into Baldrige initiatives from Joe Page, a 10-year employee and Six Sigma Black Belt integrally involved in the process. Explore how these two tools compliment each other, why they are both process improvement oriented, and how Baldrige Criteria identifies opportunities and Six Sigma provides improvement methodology.

Town Hall with NC Awards for Excellence and NC Shingo Prize Recipients

Wayne Tindle, NCAfE Leader, NC State University, and recipients

Meet the exceptional organizations from healthcare, education, business, government, and manufacturing who earned the 2007 North Carolina Awards for Excellence and the North Carolina Shingo Prize processes and ask questions regarding their continuous performance improvement initiatives. Also learn more about the state award assessment programs that are leading organizations toward performance excellence and world class manufacturing.

Introduction to the WorkPlace Big Five ProFile 3.0

Caryn Lee, Director of Sales and Marketing

Center for Applied Cognitive Studies (CentACS)

The WorkPlace Big Five ProFile is a personality assessment based on the Five Factor Model of Personality which has become the standard for psychologists. It is used for many applications such as Leadership Development, Coaching, Team Building, Selection and more.

3 things that participants will learn:

- About their own personality and personality diversity
- The role of genetics and environment in personality
- The various applications of the information and the impact of the information

Lessons Learned Through Our "Lean" Journey

Dwayne Howell, Human Resources Manager

Gates Corporation

Hear the challenges of altering a long established traditional manufacturing culture in order to facilitate a successful conversion to a Lean environment.

Learn the keys to a successful Lean conversion:

- Education/training investment
- Associate engagement
- Demonstrating commitment

Special events

11:45am – 1:45pm

NC Awards for Excellence and NC Shingo Prize Recognition Luncheon

Wednesday, October 24, 11:45 – 1:45 p.m.

Included in your conference registration, join us for a festive luncheon as we honor the North Carolina organizations who in 2007 demonstrated exceptional performance practices as measured against the Malcolm Baldrige Criteria for Performance Excellence and the Shingo Prize for Excellence in Manufacturing Achievement Criteria. These world-class companies come from a variety of segments, including healthcare, education, business, government, and manufacturing.

4:30 pm – 6:30pm

Networking Reception

Wednesday, October 24, 4:30-6 p.m.

After your first full day, relax and enjoy food and drink as you mingle with other participants and speakers. This is a valuable opportunity to share best practices, network, and make new friends.

Thursday, October 25

10:45am – 12 noon

The Lost Art of Organizational Dialogue: Getting Past Our Stories

Wanda Craig, President

W. B. Craig and Associates, Inc.

Dialogue is a powerful leadership and organizational development tool, but it's become a lost art in today's electronic world. Wanda Craig, president of an executive coaching and consulting firm that helps leaders and teams improve performance, will show how using dialogue (which is NOT discussion) leads to better decisions and results. She will also explain how focusing on "stories" or perceptions of people and situations causes us to make uninformed and emotional decisions.

Health Care and the Workplace

Peter Townsley, Executive Director

The Center for Preventive Medicine Health Navigators

Health care costs are increasing at an unacceptable rate and businesses are losing their competitive advantages. Hear examples of businesses with aggressive, process driven and focused approaches demonstrating exceptional results.

Lean Sigma Applied in a Large-Scale Global Environment

Juli Trexler, Manager Process Innovation

IBM

Learn how to apply these keys to success:

- Fact-based decision-making is key in the success to overcoming cross-functional teaming barriers.
- Success on projects depends on people.
- When breaking projects into sub-teams using a consistent methodology is critical.

Keeping up with the "Speed of Business"

Rod Matthews, Managing Partner

Southern Vinyl Mfg, LLC

Come hear the success story of Southern Vinyl, a Raleigh, NC company with its manufacturing hub located in Kinston, NC. Learn why and how they got into multiple improvement processes and what barriers they had to overcome to enjoy successes like cycle time reduction from eight weeks to five days; 30% inventory reduction; a rapid increase in sales; and substantially improved quality. Hear the lean story from a small manufacturer's perspective.

- Why we got started with Lean and other continuous Improvement initiatives
- Celebrating the early successes
- Learn how we got there

2:00pm – 3:15pm

Keys to an Innovative Culture

Nancy Ring, Principal

The Communication Partnership, Ltd.

In this interactive session, you will experience leadership and management behaviors that foster the level of employee engagement needed for innovation to occur. Learn leadership and management behaviors that foster the higher level of employee engagement. Command and control leadership practices often squelch innovation because they foster compliance. Explore leadership practices that foster innovation and begin with communication skills that promote employee engagement and creativity.

Deviation/CAPA Cycle Time and Effectiveness Improvement

Lisa Smith, Sr. Manager Operational Excellence

Biogen Idec

In your company, is retrain the employee the frequent answer for correcting and preventing reoccurrences of problems? This breakout session will highlight a case study of how we solved a complex problem using a structured Six Sigma approach. Various Six Sigma tools such as Failure Modes and Effects Analysis (FMEA), Mistake-Proofing, and Affinity Diagram are highlighted. You will see “before” and “after” improvement data to demonstrate the results of this work.

Optimizing the Creativity and Empowerment of Your Employees for the Innovation of a Healthcare System-wide Call Center

Jeff Kiser, Director of Managed Care and Communication Center

Carolyn Knaup, Vice President Ambulatory Services

Judy Orser, Planning and Regulatory Consultant

WakeMed Health and Hospitals

WakeMed Health and Hospitals in Raleigh/Cary North Carolina is creating a system wide call center that epitomizes innovation and creativity for the benefit of their system-wide customers and stakeholders. This session will review the Baldrige framework used, the Voice of the Customer process, the Critical to Quality metric design, and the integration of multiple departmental processes including General Communications, Scheduling, Patient Placement and Emergency Services Communications. By surveying all of their customers, a system-wide redesign process has been initiated.

The Impact of Lean Manufacturing at Industries for the Blind

Randy Buckner, Director of Manufacturing

Winston-Salem Industries for the Blind

Learn how lean manufacturing, a mostly visual system, is being used successfully at Industries for the Blind, a company that employs mostly blind or visually impaired workers. Implementing various lean tools has reduced inventory by 40%, improved throughput by 80%, and improved efficiency by 20%.

Special Events

12:00 noon – 1:45pm

Lunch Panel: Growing Profits and People

North Carolina Chamber President Lew Ebert, Dr. Blanton Godfrey, Dean and Joseph D. Moore Professor, College of Textiles, NC State University, and Ronnie Bryant President of the Charlotte Regional Partnership are leaders from academic, state and regional positions. They will share their roles, viewpoints and advice supporting economic and work force development and take questions from the audience.

4:30pm

Balloon drop

Attend this closing event to win prizes such as books, registration fee for next year's Conference for Excellence, discounts on courses, and more.

4:30pm – 6:00pm

Meet Doug Hall, founder of Eureka! Winning Ways[®] program at a reception and book signing following his keynote address. Learn more about how to *Jump Start Your Brain*.