THE VIRGINIA FORUM FOR EXCELLENCE

ACHIEVING RESULTS THROUGH INNOVATION

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2012 Virginia Forum for Excellence
Sept. 10-11 | Richmond, VA

Holiday Inn KOGER SOUTH CONFERENCE CENTER

SEPTEMBER 10-11, 2012 • RICHMOND, VA

On **September 10-11, 2012** join us in Richmond, Virginia and learn how to increase "innovation" in your organization.

Go to **http://www.spqa-va.org** for full program and registration details, or call **571.215.8881**

The **30th Annual Virginia Forum for Excellence** includes…

Pre-Forum Workshops
- *An Explorers Guide to the Baldrige Criteria for Performance Excellence*
- *The Do's and Don'ts of Preparing a Discovery Self-Assessment*
- *Lean Thinking for Healthcare, Education and Government*
- *Value Stream Mapping with Healthcare Simulation*

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Networking Reception with special guest, **Jamie Ambrosi** of the Baldrige Performance Excellence Program.

Keynote address by **Teresa Carlson**, Vice President Global Sector, Amazon Web services.

Forum Workshops*

- *Performance Outcomes Designed for Innovation*
- *Build a Culture of Innovation Using Lean Disciplines*
- *Recapitalizing the Workforce, 1 Vet at a Time*
- *The Strategic Crosswalk: ID Shared Interests with Partners*
- *Baldrige and Organizational Development: Head & Heart*
- *Data: It's Not Just the Numbers*
- *How to Increase Innovation Speed and Reduce Risk*

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- *Real Innovation Requires Right Structure and Culture*
- *Beat Pain/Reap Gain – Motivating During Change*
- *Benchmarking Your Way to Performance Excellence*
- *Innovative Solutions for a Sustainable Organization*
- *Learning from Leonardo (Da Vinci, Not Dicaprio)*

Titles abbreviated, see website agenda for the full description – focus your smart phone on the QR code for faster information.

Lunch address by **Julia Swanson**, Director Performance Analytics and Improvement for the Henry Ford Health Systems, winner of the 2011 Baldrige Award for Performance Excellence.

Awards Ceremony with the **Hon. Jim Cheng,** Virginia's Secretary of Commerce and Trade recognizing seven Award applicants along with the **"12 to Watch"** Small Business Discovery Participants.

U.S. SENATE PRODUCTIVITY
12 TO WATCH VIRGINIA SMALL BUSINESSES
2012
& QUALITY AWARD FOR VIRGINIA

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KEYNOTE SPEAKER
Carlson: Vice President, Amazon

LUNCHEON SPEAKER
Swanson, Director, Henry Ford Health Systems

AWARD CEREMONY
Cheng, Secretary for Commerce and Trade

SPQA
UNITED STATES SENATE PRODUCTIVITY AND QUALITY AWARD FOR VIRGINIA

Visit http://www.spqa-va.org

Virgina SPQA is the Commonwealth's premier recognition program for organizational performance excellence. A non-profit organization, Virginia's program, authorized by the United States Senate, is the longest continuously-running award process of its type in the nation. Virginia SPQA's performance criteria and core values are adapted from the Malcolm Baldrige National Quality Award and are used by many top public and private institutions as a proven business model for performance excellence.