



Conference on Enterprise Excellence

February 22, 2018

Hamburger University | 2715 Jorie Boulevard | Oak Brook, Illinois

8:00am – 8:30am	Registration & Networking	Hamburger University, 2 nd floor foyer
8:30am – 8:45am	Welcome	IMEC David Boulay
8:45am - 9:45am	Best Practices: 2016 ILPEX Award for Excellence Recipients	American College of Healthcare Executives
		Concentric AB
		Elmhurst Hospital
9:45am – 10:00am	Break & Networking	Hamburger University, 2 nd floor foyer
10:00am – 10:40am	Best Practices: 2016 ILPEX Award for Excellence Recipients, continued	Community Consolidated School District 93
		HSHS St. Francis Hospital
10:50am – 11:25am	Session 1A Ask the Experts Panel	Kilbride Consulting Joe Kilbride Dospil & Associates Margaret Dospiljulian Core Value Partners Paul Grizzell Goldman Consulting Lynn Goldman
	Session 1B Building our Culture through Recruiting & Onboarding	Ace Metal Crafts Deb Benning Keith Stout
11:35am – 12:10pm	Session 2A Leading the Malcom Baldrige Way	BaldrigeCoach Glenn Bodinson Kay Kendall
	Session 2B Protecting Your Organization with Cybersecurity	Alpine Security Christian Espinosa

12:10pm - 1:10pm	Lunch & Networking	Hamburger University, 2 nd floor foyer
1:10pm – 1:50pm	Keynote Address The Customer Mission - Why the key to growth isn't about you	Pragmadik Andrea Olson
2:00pm – 2:35pm	Session 3A Building a Great Organization	Advocate Good Samaritan David Fox
	Session 3B Communities of Excellence 2026	Communities of Excellence 2026 Stephanie Norling
2:35pm – 2:50pm	Break & Networking	Hamburger University, 2 nd floor foyer
2:50pm – 3:25pm	Session 4A Reaching New Frontiers of Quality & Safety Using an Innovative 30/30/30 Lean Six Sigma Approach	Memorial Health System Todd Roberts
	Session 4B Improving Business Results	Navigant Marsha Kessler
3:35pm-4:25pm	Panel: Lessons Learned by the 2016 ILPEX Award Recipients Moderated by Paul Grizzell, Core Value Partners	American College of Healthcare Executives Concentric AB Community Consolidated School District 93 Elmhurst Hospital HSHS St. Francis Hospital
4:25pm-4:30pm	Closing Remarks	IMEC

Keynote Address

The Customer Mission - Why the key to growth isn't about you

Andrea Olson | CEO and Founder | Pragmadik

For all the industry talk about being customer-focused, few companies truly are. It's all too easy for organizations to become inward focused and think about their own activities rather than what their customers are going through. Andrea Olson, author of *No Disruptions* and CEO of Pragmadik, will discuss how organizations need to step back from their assumptions and shift their strategies to center on recognizing, responding, and rewarding customer-centric actions and behaviors. Through stories and practical examples of real-world successes and failures, Andrea will reveal unique approaches on translating customer engagements into strategic investments for sustained, long-term growth and uncontested competitive differentiation.

