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| 7:30am – 8:15am | **Registration – Breakfast - Networking** |
| 8:15am – 8:30am | **WACONIA BALLROOM**Welcome and Opening Comments |
| 8:30am – 9:00am | **WACONIA BALLROOM****Keynote**: ***The Champion’s Code: Winning Today & Tomorrow****, Ross Bernstein,* ***Speaker & Author*** |
| 9:00am – 9:15M | Break & Transition |
| **ROOM** | **OWATONNA*****INTENSIVE LEARNING*** | **ANOKA** | **ISANTI 1** | **ISANTI 2** | **BALLROOM** |
| 9:15am – 10:00am | ***Baldrige Recipient Intensive******MESA Products****Kelsey May, CEO****Creating a “People First Culture Using a Process Based Approach******Elevations Credit Union,******Gerry Agnes, CEO*** | ***Bent Paddle Brewing******Title Forthcoming****Bryon Tonnis, Director of Brewing* | ***Hazelden Betty Ford Fndtn.******HBFF Team Reaches 1.21 Gigawatts:  In the Next 5 days, We're Sending you Back to the Future!****Scott Palmer, Exec. Director Strategic Initiatives & Process Improvement; Danielle Kretman, Project Manager; Paula Burnett, Continuous Improvement Coach; Mara Schimek, Continuous Improvement Coach* | ***State of MN, Dept of Natural Resources (DNR)******Using an Internal Assessment to Inform Future Work Opportunities****Laura Grunloh, Continuous Improvement Coordinator* | *Dark for Reset & Clean-up* |
| 10:00am – 10:15am | Break & Transition |
| 10:15am – 11:00am | ***American Family Insurance******IGNITING Excellence: Blending Lean, Design Thinking & Agile****Matt Cornwell, Associate VP* | ***South Dakota Dept of Transportation (SDDOT)******Title Forthcoming*** | ***Essentia Health******Innovating and Improving****Jessica Block, VP of Process Excellence* | ***General Mills******3M*** *(invited)****US Bank******Best Practices in Equity & Inclusion: A Panel Discussion*** |
| 11:00am – 1:15am | Break & Transition |
| 11:15am – 1:45am | **WACONIA BALLROOM****Keynote** ***Staying Ahead of Tomorrow: Changes that Will Shape the Future of Success****, Deb Reuben, Founder/CEO,* ***TomorrowZone*** |
| 11:45am –12:45pm | **WACONIA BALLROOM**LUNCH |
| 12:45pm – 1:45pm | **WACONIA BALLROOM****Baldrige Keynotes*****AARP******Learning from Transformation and Defining a Way Forward****, Scott Frisch, EVP & Chief Operating Officer****GMBC HealthCare Building a System of Cate that the Patient Experience as a System****, John B. Chessare, MD, MPH, FAAP, FACHE, President and CEO****Wellstar Paulding*** ***From Strategy to Front Line: Embedding a Lean Management System Across the Organization****, John Kueven, SVP & President****City of Germantown, TN******Title Forthcoming*** *Patrick Lawton, City Administrator* |
| 1:30pm – 2:00pm | **WACONIA BALLROOM*****2020 Excellence Awards Ceremony*** |
| 2:15pm – 3:00pm | ***ASQ Intensive Session****(invited)**Details Forthcoming* | ***Communities of Excellence 2026 & City of McCook, NE******Using Baldrige to Improve Community Outcomes: McCook Nebraska’s Journey****Stephanie Norling, Executive Director & Karen Kliment-Thompson Vice President, Ancillary Services Community Hospital* | ***Second Harvest Heartland******Title Forthcoming****Karla Bauer, Food Resource Specialist*  | ***River’s Edge Health Center******Continuing Excellence During Difficult Times: River’s Edge’s Journey to Excellence****Janelle Rauchman, Chief Quality Office & Stephanie Holden, Chief Experience Officer* | *Dark for Reset & Clean-up* |
| 3:00pm – 3:15pm | Break & Transition |
| 3:15pm – 4:00pm | ***Black River Memorial Hospital******Title Forthcoming****Nicole Schweitzer, Director of Rehabilitation* | ***Association of MN Counties******Improving Local Government; Emerging from the Pandemic****Julie Ring, Executive Director* | ***Elmbrook (WI) School District******Title Forthcoming*** | ***Navigating Today’s Staffing Shortage: A Panel Discussion******ND College of Science****Brian Fuder, Program Manager, Apprenticeship ND****Elevate Rapid City****Samantha McGrath, Director, Workforce Development & Talent Attraction* |
| 4:00pm – 4:30pm | **WACONIA BALLROOM****Keynote:** ***Embracing Change: The Innovation Playbook****Joe Nayquonabe, CEO Corporate Ventures & Commissioner of Corporate Affairs,* ***Mille Lacs Band of Ojibwe*** |
| 4:30pm – 4:40 pm | Closing Comments |
| 4:40 pm – 5:30 pm | Happy Hour |

**Additional details to be added – check back soon!**