**Conference Schedule at a Glance**

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| 8:00am – 8:15am | **Links Open – Visit Exhibitors, Sponsors!**Informal “Speed Networking” Sessions – Meet Others on the Journey to Excellence! (Optional) |
| 8:15am – 8:30am | Welcome and Opening Comments |
| 8:30am – 9:00am | **Keynote**: ***The Champion’s Code: Winning Today & Tomorrow****, Ross Bernstein,* ***Speaker & Author*** |
| 9:00am – 9:15am | Break – Visit Exhibitors! |
| 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****A Framework for Organizational Resiliency*** | ***Bent Paddle Brewing******Cutting Through the Noise: How the Pandemic Helped us Clarify Our Vision Forward*** *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* | ***Duluth Superior Community Foundation******The Civility Project: Increasing Civility in our Organizations & Communities****Rob Karwath, President & CEO* |
| 10:00am – 10:15am | Break – Visit Exhibitors! |
| 10:15am – 11:00am | ***American Family Insurance******IGNITING Excellence: Blending Lean, Design Thinking & Agile****Matt Cornwell, Associate VP and Marta Karlov, Ignite Manager* | ***South Dakota Dept of Transportation (SDDOT)******Implementation of an External Communication Plan****Joel Jundt, Secretary of Transportation* | ***Essentia Health******Improving Performance through Innovation & Incremental Change****Jessica Block, VP of Process Excellence* | ***Best Practices in Equity & Inclusion: A Panel Discussion******General Mills****Juliana Batista, Sr Director DEI****3M****Ann Anaya, Chief Diversity Officer****US Bank****Ann Dyste, VP & DEI Manager* |
| 11:00am – 11:15am | Break – Visit Exhibitors! |
| 11:15am – 11:45am | **Keynote** ***Staying Ahead of Tomorrow: Changes that Will Shape the Future of Success****, Deb Reuben, Founder/CEO,* ***TomorrowZone*** |
| 11:45am –12:30pm | Break |
| 12:30pm – 1:30pm | **Baldrige Keynotes: Learning from the Best*****AARP******Learning from Transformation and Defining a Way Forward****, Scott Frisch, EVP & Chief Operating Officer****GMBC HealthCare Using a Leadership System to Drive Improvement****, John B. Chessare, MD, MPH, FAAP, FACHE, President and CEO****Wellstar Paulding Hospital*** ***From Strategy to Front Line: Embedding a Lean Management System Across the Organization****, John Kueven, SVP & President* |
| 1:30pm – 2:00pm | ***2020 Excellence Awards Ceremony*** |
| 2:00pm – 2:15pm | Break – Visit Exhibitors! |
| 2:15pm – 3:00pm | ***Virtual Networking Sessions******Facilitated Dialogue to Share Ideas, Best Practices and Build Relationships*** | ***Communities of Excellence 2026 & City of McCook, NE******Using Baldrige to Improve Community Outcomes: McCook Nebraska’s Journey****Stephanie Norling, Exec Director & Karen Kliment-Thompson Vice President, Ancillary Services Community Hospital* | ***Superintendent Panel******Navigating Change, Maintaining Resilience: A K12 Panel Discussion****Dr. Chace Anderson, Superintendent, Wayzata Schools**Dr. Mike Cady, Superintendent, Pewaukee (WI) School District**Dr. Joey Page, Superintendent, Austin (MN) Public Schools**Dr. Klint Willer, Superintendent, Brookings (SD) Schools* | ***River’s Edge Hospital******Continuing Excellence During Difficult Times: River’s Edge’s Journey to Excellence****Janelle Rauchman, Chief Quality Office & Stephanie Holden, Chief Experience Officer* | ***Performance Excellence Network******Exploring the Value of Using Baldrige: A Panel Discussion****Various PEN Applicants, Evaluators, Judges TBA**Clean-up* |
| 3:00pm – 3:15pm | Break – Visit Exhibitors! |
| 3:15pm – 4:00pm | ***Black River Memorial Hospital (Wisconsin)******Using Data to Optimize Work and the Workforce*** *Nicole Schweitzer, Director of Rehabilitation* | ***Association of MN Counties******Seize the Day: How Government Accelerated Change during the Pandemic****Julie Ring, Executive Director* | ***Second Harvest Heartland******Food Rescue: Filing Plates, Not Landfills****Karla Bauer, Food Resource Specialist*  | ***Navigating Today’s Staffing Shortage: A Panel Discussion******Workforce Development, Inc.****Jinny Rietmann, Exec Director****Chippewa Valley Tech College****Julie Furst-Bowe, Academic Vice President****ND College of Science****Brian Fuder, Program Manager, Apprenticeship ND****Elevate Rapid City****Samantha McGrath, Director, Workforce Dev & Talent*  |
| 4:00pm – 4:05pm | Transition |
| 4:05pm – 4:35pm | **Keynote:** ***Embracing Change: The Innovation Playbook****Joe Nayquonabe, CEO Corporate Ventures & Commissioner of Corporate Affairs,* ***Mille Lacs Band of Ojibwe*** |
| 4:35pm – 4:45 pm | Closing Comments |