

SEPTEMBER 29 & 30, 2004: SAN ANTONIO, TX

Registration Hours: September 29, 12:00pm to 5:00pm
September 30, 7:00am to 2:00pm

Wednesday, September 29, 2004: San Antonio, TX

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| 1:00 - 4:00 pm | Pre-Conference Workshop |
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Thursday, September 30, 2004: San Antonio, TX

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| 7:00 - 8:00 am | Continental Breakfast | | |
| 8:00 - 9:30 am | Opening Plenary Session: <ul style="list-style-type: none"> • Welcome: Joe Sober, Conference Chair, 2004 Baldrige Panel of Judges • Opening Remarks: Jamie Ambrosi, Acting Deputy Director, Baldrige National Quality Program • Leadership Presentations: <ul style="list-style-type: none"> John Friel, President, Medrad, Inc. Jeff Deckelbaum, General Manager, Analysis, Integration and Business Excellence, Boeing Aerospace Support Jim Beard, President, Caterpillar Financial Services (U.S.) Rob Marchalonis, General Manager, Stoner, Inc. Robert A. McKanna Ed.D., Superintendent, Community Consolidated School District 15 George Hayes, Chief Operating Officer, Saint Luke's Hospital of Kansas City | | |
| 9:30 - 9:45 am | Networking Break | | |
| | Concurrent Sessions | | |
| 9:45 - 11:00 am | Measurement, Analysis, & Knowledge Management and Process Management Boeing Aerospace Support Marlow Industries | Leadership and Faculty & Staff Focus School District 15 University of Wisconsin-Stout | Strategic Planning and Focus on Patients, Other Customers, & Markets Baptist Hospital, Inc. Saint Luke's Hospital of Kansas City |
| 11:15 am - 12:30 pm | Leadership and Human Resource Focus Caterpillar Financial Services (U.S.) Sunny Fresh Foods | Strategic Planning and Student, Stakeholder, & Market Focus Chugach School District Pearl River School District | Measurement, Analysis, & Knowledge Management and Process Management Clarke American Saint Luke's Hospital of Kansas City |
| 12:30 - 1:45 pm | Lunch | | |
| 1:45 - 3:00 pm | Strategic Planning and Customer & Market Focus Medrad, Inc. Stoner, Inc. | Measurement, Analysis, & Knowledge Management and Process Management Pearl River School District School District 15 | Leadership and Staff Focus Baptist Hospital, Inc. Saint Luke's Hospital of Kansas City |
| 3:00 - 3:30 pm | Networking Break | | |
| 3:30 - 4:30 pm | Business Town Hall Boeing Aerospace Support Caterpillar Financial Services (U.S.) Clarke American Marlow Industries Medrad, Inc. Stoner, Inc. Sunny Fresh Foods | Education and Health Care Town Hall Baptist Hospital, Inc. Chugach School District Pearl River School District Saint Luke's Hospital of Kansas City School District 15 University of Wisconsin-Stout | |

SAN ANTONIO