



18th Conference on Performance Excellence
“Navigating Currents of Change - Sailing to Success”

When: Tues, October 12, 2010: 8:00am – 4:30 pm
(Registration starts at 7:30 am)

Where: Chaparral Suites Resorts, 5001 N. Scottsdale Road, Scottsdale, AZ 85250

Opening Motivational Presentation: *“Bringing Value to our Customers”*
Sandra Rogers, Honeywell, Federal Manufacturing & Technologies, LLC

Panel of Excellence:
Recipients of the 2008 & 2009 Baldrige National Quality Awards Program
(Poudre Valley Health System – Iredell-Statesville School District – Honeywell Federal Manufacturing & Technologies, LLC)

Keynote Presentation: *“Fearless Leadership”* Loretta Malandro, Ph.D.
(First 150 registrants will receive Dr. Malandro’s book, “Fearless Leadership”)

Destinations (Breakout Sessions)

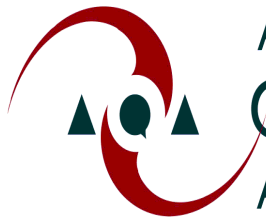
Informative sessions to assist you and your organization to improve your performance, including;

- ✓ Charting a Course for Success: Integrating Purpose & Passion in your Strategy Process
- ✓ The Card Exercise (Benchmarking/Measurement/Integration/Data Analysis)
- ✓ Remergence: Preparing Your Organization for Economic Recovery
- ✓ Dynamic Followership in Process Improvement
- ✓ “Telling Our Story”: Iredell – Statesville School District
- ✓ Smooth Sailing is an Oxymoron – Chart a Course Now for Performance Excellence – Poudre Valley Health System
- ✓ Show me the Money – Developing & Deploying Organizational Strategy
- ✓ Taking Care of Your Own Career

Registration – See second page

Agenda

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|---------------|---|---|
| 7:30 – 8:00 | - | Registration |
| 8:00 – 8:55 | - | Opening Remarks & Motivational Presentation |
| 9:00 – 10:30 | - | Breakout Sessions (4 Courses) |
| 10:30 – 11:00 | - | Break and Exhibitors |
| 11:00 – 12:00 | - | Panel of Excellence |
| 12:00 – 1:00 | - | Lunch & Networking |
| 1:00 – 2:30 | - | Keynote Presentation |
| 2:30 – 3:00 | - | Break & Exhibitors |
| 3:00 – 4:30 | - | Breakout Sessions (4 Courses) |
| 4:30 | - | Conference concludes |



ARIZONA
QUALITY
ALLIANCE

Registration Form

18th Conference on Performance Excellence
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	(Rec'd by)	
Early Bird	(9/10)	\$249 AQA Members*
Regular	(9/11-9/30)	\$275 AQA Members*
After 9/30		\$299 AQA Members*
Current Examiners, Judges and TIC Members - \$199		
Special Team Rate (Groups of 5 registering at one time) = 10% off (Until 9/30)		
*Non- Members add \$50.00		

Name/s: _____ Email _____

Organization: _____

Address: _____ City _____ State _____ Zip _____

Phone: _____ Fax: _____

Contact name & email _____

Payment:

Check Enclosed (Preferred)

Credit Card:

Visa

AmEX

MasterCard

(Please Note: A \$10.00 Service Charge will be charged for credit card payments)

Card Number _____ Exp. Date _____

Signature: _____ Total Amount Enclosed \$ _____

Please send / fax or email form and payments to:

Arizona Quality Alliance

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Cancellations/Substitution: Substitutions permitted at any time; full refunds available prior to 10 business days before event