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AQA Quality Quarterly

Arizona Quality Alliance (480) 874-5815

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Upcoming AQA Events

- June 24 – Networking Event – “Strategic Planning”
- July 16: Performance Excellence Award Application Deadline
- July 22 – Networking Event – “ Internal Performance Excellence Program”
- August 11: Site Visit Workshop
- August 17-19: Board of Examiner Training
- August 26 – Networking Event – “Developing Quality Metrics”
- Sept 27 – Oct 8 – Site Visits for Performance Excellence Award Program
- September 23 – Networking Event “Knowledge Management”
- October 12: AQA 18th Conference on Performance Excellence.



Letter from the Chairman, of the AQA Board of Directors

Get involved! Contact AQA today and let us help you to help yourself. You'll make great business contacts and increase your personal skills while helping AQA achieves its mission!"

"I strongly encourage leaders of Arizona organizations to participate in AQA. I'm confident that it will strengthen their organization's awareness of quality performance, enhance their competitive market position, and bring new insights on how other companies outside their industry are raising the bar on quality."

**-David A. Dexter,
President & CEO,
Sonora Quest
Laboratories.**

I would like to take time to personally thank you all for your continued support of the Arizona Quality Alliance (AQA). As the first half of 2010 comes to a close, I wanted to share some of the exciting things that are going on with the Arizona Quality Alliance. I would like to thank all of the 2010 Performance Excellence Award applicants for submitting award applications for the 2010 cycle. You should be commended for all of your efforts. I would also like to thank the examiners who have volunteered their knowledge and time to participate in the application evaluation process. This is a great learning experience for those individuals and a valuable endeavor to undertake.

We have a number of exciting networking opportunities planned throughout the rest of the year. For example, on July 22, 2010, the AQA will be hosting a workshop entitled "Internal Performance Excellence Program". This workshop will be presented by an organization that has excelled at creating an internal recognition program to identify best practices that can be shared across the company and/or be submitted for further recognition through the state's Showcase in Excellence Awards process.

In October, we will be hosting the 18th Conference on Performance Excellence at the Chaparral Suites in Scottsdale, AZ. This is clearly an opportunity for local and regional quality and leadership individuals to get together and learn about leading-edge best practices from prestigious Malcolm Baldrige National Quality Award recipients, such as Poudre Valley Health System, Iredell-Statesville Schools, and Honeywell. We look forward to seeing you there!

Lastly, I would like to share with you a recent development to align our state program with programs from other states and the creation of new sponsorship levels with benefits that more closely match what other state programs have to offer. Please take a moment to review the opportunities on our web page. Thank you for your continued support of the AQA and your commitment to quality improvement!

A handwritten signature in black ink that reads "Jean Hammelev".

Jean Hammelev BS CT(ASCP) MBA/HCM
Executive Director of Quality
Sonora Quest Laboratories
Laboratory Sciences of Arizona
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2010 Examiner Training – Update



Governor's Award



Showcase Award

We have had very productive Introductory and Stage 1 Training sessions. Thirty-four Examiners are currently in training and have gone over the Criteria, Core Values, Key Factors and Independent Review for both Process and Results, in addition to Examiner Code of Conduct Issues. The State Quality Award and Showcase in Excellence Programs are being trained separately for further clarification and differentiation of each program. Examiners are enjoying working in teams, the discussion and working through exercises that assist them in learning the material. Stage 2-3 Training will be held on August 17-19. Examiners will also receive training in the software usage for the awards process. Teams and team leaders will be chosen in late July and team leaders will receive additional training.

AQA would like to thank the University of Phoenix for providing the training location for these events, in addition to our trainers, Frank Bouchard, Gloria Diaz, Keith Dompier, Susie Duffy, Ellen Ermer, Sandy Kube, Susan Rudel and Judy Barker.

2010 Baldrige Regional Conferences

“Training and networking with Arizona Quality Alliance and other award winning facilities that value quality and performance excellence is exhilarating and powerful. The application process, the site survey and recognition for process excellence has created a positive synergy to showcase our entire facility. As a recipient of the Arizona Quality Alliance showcase award, we are looking forward to the association and the benefits that come from the knowledge and experience of other AQA Award recipients.”

-Polly Hrenchir, Clinical Director of Women's Services, Scottsdale Healthcare



Registration Now Open

The conferences are co-sponsored by the California Council for Excellence, the Tennessee Center for Performance Excellence, and the Alliance for Performance Excellence.

September 14, Newport Beach Marriott Hotel and Spa
Newport, CA
September 28, Franklin Marriott Cool Springs
Nashville, TN

Hope to see you there!

2010 Networking Events



I think your program is of great benefit to AZ businesses and their quality of service and products.'-

Lucinda Rost
Akima HUMINT
 Program Manager

Networking opportunities

To register for any of the networking events listed, please click on the topic to download registration form.

***Please note, not all topics have registration links attached.**

<i>Date</i>	<i>Topics</i>	<i>Speakers</i>
June 24, 2010	Strategic Planning	Gerald Taylor
July 22, 2010	Internal Performance Excellence Program	Jill Howard/ Lorrie Sexton
August 26, 2010	Developing Quality Metric	Gerald Taylor
September 23, 2010	Knowledge Management	Carla Carter
November 4, 2010	Lean In Healthcare	Ellen Ermer
December 9, 2010	Sustaining Improvement	Carla Carter

Member Recognition

Congratulations to the following AQA Members for their recognition:

- **Peter Fine of Banner Health** for being recognized as one of the 2010 Most Admired CEOs & Top Level Executives! – Presented by the Phoenix Business Journal
- **University of Phoenix President William J. Pepicello** has been appointed to the National Advisory Committee on Institutional Quality and Integrity which advises the US Secretary of Education.
- **Wayne Foraker, University of Phoenix** has been selected to participate in the Baldrige Fellows Program for 2010. The Program consists of a full cohort of 15 top executives from manufacturing, service, health care, and education.

The Phoenix Business Journal announces the 2010 Health Care Heroes Finalists

Health Care Volunteer

- Richard Carpenter, Scottsdale Healthcare Osborn
- Ruth Johnson, Banner Baywood Medical Center
- Eleanore Strasser, Banner Boswell Medical Center

Lifetime Achievement

- Wallace Ree, Banner Surgicenter

Non Physician

- Wendy Lyons, Scottsdale Healthcare

Nursing

- Marv Lou Klippel, TriWest Healthcare Alliance

Performance Excellence Conference

"I've always felt that the personal commitment and unselfish efforts of the AQA have helped in creating an environment of opportunities for organizations and companies by providing a forum and venue to improve their internal Quality Performance processes." - **Glenn Oka, Raytheon**

The AQA will host its 18th Conference on Performance Excellence on Tuesday, **October 12, 2010** at the Chaparral Suites in Scottsdale, Arizona.

The theme for this year's conference is:

"Navigating Currents of Change – Sailing to Success."

Our **opening presentation** will be a motivational presentation on "*Customer Service*" sharing the Honeywell journey and the value that they bring to their customer.

The **Keynote Presenter** is Loretta Malandro, Ph.D. Dr. Malandro has developed a groundbreaking behavior-based methodology that is used around the globe to create top-performing leaders and high performance organizations. It is based on the simple but profound concept: In order to change your organization, you must be willing to alter your behavior and help others choose to change their behavior. This means demanding 100% accountability from your people – and yourself.

In today's ultracompetitive business environment, a new leadership approach is needed. Dr. Malandro's book, *Fearless Leadership* takes you step-by-step through the process of raising the behavioral standards that directly impact the bottom line.

During Dr. Malandro's presentation, she will touch on learning the secret behind:

- Confronting the blind spots that sabotage success
- Overcoming the success-strangling "need to be right"
- Eliminating silo mentality and building committed partnerships
- Ending compliance and gaining full support and alignment
- Talking straight and confronting difficult situations head on
- Building a culture of 100% Accountability

Everyone who attends the Conference on Performance Excellence will receive Dr. Malandro's book, *Fearless Leadership*". For a fresh new leadership approach, start reading her book now by linking to [Dr. Malandro's Excerpts](#). (If link does not work, please copy/paste into a new browser)

<http://www.arizona-excellence.com/2010%20information/Fearless%20Leadership%20Excerpt%20Malandro%2007012009%20e-version.pdf>

The AQA will also present a **Panel of Excellence** including recipients of the National Malcolm Baldrige Quality Award. The panel includes:

- Priscilla J. Nuwash, MBA, Director, Process Improvement, **Poudre Valley Health System** out of Fort Collins, Colorado, a recipient in 2008,
- Matthew Fail, Chief Strategic Planning Officer, **Iredell-Statesville Schools** out of Statesville, North Carolina, another recipient in 2008 and
- Sandra Rogers, Director, Supply Chain Management Center, National Nuclear Security Administration's Kansas City Plant Operated by **Honeywell Federal Manufacturing and Technologies**, LLC, a 2009 recipient of the National Malcolm Baldrige Quality Award.

Dave Dexter, CEO, Sonora Quest Laboratories will facilitate the Panel of Excellence.

Honeywell Federal Manufacturing & Technologies, LLC (If link does not work, please copy/paste into a new browser).

http://www.nist.gov/public_affairs/releases/honeywell_profile.cfm

Iredell-Statesville Schools (If link does not work, please copy/paste into a new browser). [http://www.arizona-](http://www.arizona-excellence.com/2010%20information/Iredell_Statesville_Schools_Profile.pdf)

[excellence.com/2010%20information/Iredell_Statesville_Schools_Profile.pdf](http://www.arizona-excellence.com/2010%20information/Iredell_Statesville_Schools_Profile.pdf).

Poudre Valley Health System - (If link does not work, please copy/paste into a new browser). [http://www.arizona-](http://www.arizona-excellence.com/2010%20information/Poudre_Valley_Health_System_Profile.pdf)

[excellence.com/2010%20information/Poudre_Valley_Health_System_Profile.pdf](http://www.arizona-excellence.com/2010%20information/Poudre_Valley_Health_System_Profile.pdf).

The 18th Conference on Performance Excellence will also include breakout sessions, a networking luncheon and exhibitors.

Exhibitor information is now available. Registration materials will be available in early August. Any questions can be directed to Karen Shepard at kshepard@arizona-excellence.com

E-Learning Opportunities

1. **Baldrige Resource Library** – www.baldrigepe.org/brl
(Copy and paste link into new browser)



2. **Online Classes** are available on organizational improvement and performance excellence training through our E-Learning Portal at: <http://alliance.qualitycampus.com/purchase/purchase.asp> . **Some programs are available in Spanish.** Call AQA if you have any questions, (480) 874-5815 or email at aqa@arizona-excellence.com

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McCann*

Intel

Scottsdale Healthcare

Sonora Quest Laboratories

*The Phoenix Business
Journal*

TriWest Healthcare Alliance

*The Performance
Management Group (TPMG)*

AQA Mission Statement

The **Arizona Quality Alliance** is an alliance of organizations that promotes and recognizes performance excellence. To achieve our mission we will:

1. Administer the Performance Excellence Awards Program based on the Malcolm Baldrige Criteria; and annually recognize, showcase, and highlight outstanding achievement in performance excellence.
2. Train individuals to become experts at assessing and evaluating, entire organizations or individual processes - using the Criteria for Performance Excellence.
3. Facilitate programs so organizations can find and implement proven best practices to achieve a competitive advantage.
4. Provide organizations with a comprehensive, cost effective performance analysis with extensive feedback based on the Malcolm Baldrige criteria.
5. Create and deliver cutting edge workshops and seminars that will develop the skills and knowledge of performance excellence professionals.
6. Provide a dynamic environment for professional networking and knowledge sharing.

About Our Organization...

The **Arizona Quality Alliance** is an alliance of organizations that promotes and recognizes performance excellence.