



Boulder
Section 1313

The next ASQ Boulder Section meeting will be Thurs, Sept. 25th at the Day Inn Motel in Boulder. The tutorial starts at 5:30pm and main presentation start at approx 6:20pm. See page 3 in this newsletter for more details.

Volume 15, Issue 1

July-Aug 2008

EDITOR MESSAGE

The ASQ Boulder Section meetings in 2008-2009 will be a great way to network, pick up some “best practices” for your own use and earn re-certification units for attending. The RUs you earn apply toward any ASQ certifications requiring them (and some other professional certifications) that you might have.

Please join me in welcoming Janet Mutthersbough, who has taken the helm of the section for this next year as Chair.

Sincerely,
Gerry Naugle, Newsletter Editor

SEPT MEETING –ASQ MEMBERSHIP OFFER

At the late June annual business meeting, the exec Board of the Boulder Section voted and approved an offer to first-time newcomers to the ASQ Society membership for regular (or) student members. The offer and it’s associated rule is simple: the first five first-time member candidates that show up on Sept 25th at the Boulder Day Inn Motel starting at 5:20 pm [the meeting tutorial starts at 5:30pm] and fill in an ASQ Society member application and we staple a check drawn by them for full member payment onto the application will receive a \$50 rebate check made to the new member from Ewald Schelert, the Section Treasurer who will be there.

First come, first serve for first time ASQ member candidates. If you know anyone who can take advantage of this, get them there

ASQ'S Customer Care Center:

E-MAIL: help@asq.org

PHONE: 800-248-1946

FAX: 414-272-1734

USPS ASQ Communications

MAIL: 600 N. Plankinton Ave.
Milwaukee, WI 53201-3005

We suggest that you go to the ASQ national main website at: www.asq.org for complete ASQ national news, regional event links, books, courses, conferences, certification testing, the many forms including re-certification, membership upgrades, divisions’ information and forms and any updates to your own ASQ member profile. Also, please visit our **ASQ Boulder Section** main website at: www.asq1313.org

Did You Know? The ASQ Divisions and Sections offer approx. 80 or more scholarships, some of which go untapped due to limited number of student applicants. We suggest you go to: www.asq.org to explore the different scholarships available.

ASQ Boulder Section Summer Baseball

The ASQ Boulder Section has purchased a block of game tickets for the **Colorado Rockies** –vs- San Diego Padres game on the evening of Friday, August 8th. The start time for the game is 7:05pm on the 8th. Each Boulder Section member can buy upto four discounted tickets at \$2.00 per ticket for these Rockpile seats. Send Phone Gerry Naugle at: 303-591-2830 or e-mail him at: gnaugle@earthlink.net to do an RSVP. Please mention in any message the number of tickets that you would be interested in purchasing.

The game tickets are being allocated on a first-come-first-serve basis. Once an RSVP is started, checks or money orders made to the “ASQ Boulder Section” can be sent to Gerry’s attention at: P.O. Box 3783 Boulder CO 80307 and then you receive your tickets back via the USPS mail.

Come and watch the **2007 NL-Champ Rockies** play the SD Padres from the best center-field seats possible! Bring a mitt with you as you could bring home a real game souvenir in the form of a home run by one of the Rockies players, of course! Offer open to any Boulder Section members.



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New office location: 3955 East Exposition Ave.
Suite 206 Denver, CO 80209

Boulder Section Officers and Committee Leaders for 2008-2009

ASQ Section 1313		Boulder, CO	
Title: Chair Name: Janet Mutthersbough Phone: 303-485-9372 E-mail : muttherj@msn.com	Title: Vice Chair Name: Mike Ferraro Phone: 720-684-2035 E-Mail: michael.a.ferraro@seagate.com	Title: Secretary Name: Rebecca Jessep Phone : 303-527-7593 E-mail: rebecca.jessep@jdsu.com	Title: Treasurer Name : Ewald Schelert Phone : 303-702-9009 E-mail: Schelert@mesanetworks.net
Title: Publicity & Re-Cert Name: Larry Darouin Phone: 303-431-9287 E-Mail: LWDerouin@comcast.net	Title: Internet & Website Name : Arnold Miller Phone : 303-385-6671 E-Mail: Arnold.miller@openwave.com	Title: Financial Auditing Name: Michael Chapman Phone: 303-442-0715	Title: Education Chair Name: Ron Sedlock Phone: 303-716-5873

E-mail: michaeljchapman@gmail.com	E-mail: rzedlock@msn.com
Title: Newsletter Editor Name: Gerry Naugle Phone: 303-591-2830 E-mail: gnaugle@earthlink.net	Title: SMP Name: Joan Fiore Phone: 303-939-8077 E-mail: joan_tom@msn.com
Title: Certification Name: Wells Lange Phone: 303-604-6694 E-mail: wellsolly@comcast.net	Title: Programs Name: Guy Harris Phone: 303-470-2975 E-Mail: harrisgb@comcast.net

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For info on the Malcolm Baldrige National Quality Award Program, visit www.quality.nist.gov

CPE_x

For info on the Colo Performance Excellence Award Program, visit www.coloradoexcellence.org
Tutorial & Main-Presenters For Upcoming ASQ #1313 Meetings, as of: 01 July 2008

All Boulder Section meeting tutorials start at 5:30pm on the 4th Thurs of each month at the Boulder Day-Inn Motel in the 3rd Floor Conference Room at: 5397 South Boulder Rd 80303 (Except Where Date or Location is noted in blue)

SUMMER BASEBALL Aug. 8th Colo Rockies -vs- San Diego see page one for details

Thurs, Sept 25th

Presenter: Collin Gray of Cavendish-Scott Inc of Denver on: “**Changes in ISO 9001:2008 from the 9001:2000**”

30-Min Tutorial: Ed Arling, Amgen-Longmont “**ASQ Regional Councilor for the FD&C Division**”

Abstract: I'm the Regional Councilor for the FDC Division, Region 13, and a member of the ASQ Boulder section. I work in Quality at Amgen in Longmont. I would like the FDC Division to become more active with our section, and I would be happy to give a short 10 minute presentation on the Division, and benefits we hope to bring to members at an upcoming section meeting.

Thurs, Oct. 23rd

Presenter: Mike Mahoney of Holonyx Inc. on: “**Benefits Holonics Brings to Your Manufacturing Business**” (a joint meeting with ASQ #1309 Northern Colo Section).

30-Min Tutorial: Gerry Naugle, Verify Corp “**Ensure Product or Service Safety**”

Thurs, Nov. 20th

Presenter: Gary Vansuch of the Oppenheimer Funds, Inc on: “**Using Creativity and Innovation Tools**” in Boulder at the Days Inn. (a joint meeting with the IEEE Society).

30-Min Tutorial: Rebecca Jessep, JDSU Corp, topic: “**Excellence in Product Development**”

ASQ Boulder Section News

Section exec board has approved and announces quarterly charity donations of \$100 per calendar quarter. If you have a valid charity in mind, let a Section officer know about it at a monthly meeting. Bring information with you for review by the board.

ASQ NATIONAL NEWS

ASQ Welcomes Three New Organizational Members

ASQ is pleased to welcome Caterpillar, Baxter International, and Honeywell as new Organizational members. They have joined the expanding list of companies seeking quality solutions for their entire enterprise. To learn more about ASQ Organizational membership, visit www.asq.org/membership/organizations/organizations.html or contact [Jill Jossart](mailto:Jill.Jossart@asq.org).

ASQ Knowledge Center: Find What You Need, When You Need It

ASQ's Body of Knowledge is now housed in one convenient, dynamic area! Find Hot Topics in Quality, Case Studies, Ask a Librarian, and more. The Knowledge Center is a great place to locate what you're looking for, call 1-800-248-1946 for more information (or) see the www.asq.org main website for the [HTML](#) links.

Podcasts Coming to ASQ.org

A series of manufacturing podcasts will be available on the ASQ Web site next week. The first of many to come covers food safety. It will be live on July 1 with the others in this food-safety series going live August 4 and September 2.

CPEX News

Colorado Performance Excellence

SAVE THE DATE - September 16
Baldrige Regional Conference

Register at

http://www.baldrige.nist.gov/2008_Regionals/Regionals.htm

Baldrige Regional Conference - Achieving World Class Results

We are pleased to announce that the Malcolm Baldrige Regional Conference will be held at The Marriott South at Park Meadows in Lone Tree, Colorado, on September 15-16. The Regional Conferences will include most of the 2007 Baldrige award recipients sharing their stories in pursuing continuous improvement through the Baldrige process. The 2007 Baldrige recipients are as follows:

- PRO-TEC Coating Co., Leipsic, Ohio (small business)
- Mercy Health System, Janesville, Wisc. (health care)
- Sharp HealthCare, San Diego, Calif. (health care)
- City of Coral Springs, Coral Springs, Fla. (nonprofit)
- U.S. Army Armament Research, Development and Engineering Center (ARDEC), Picatinny Arsenal, N.J. (nonprofit)

Reasons to attend:

- Learn best practices from organizations that have achieved world class results
- Take away the Baldrige proven process for continuous improvement
- Start the journey with an organization self assessment called Are We Making Progress
- Network with the best and those that have earned the title "World Class Organizations" in an informal atmosphere
- Half the price of the National event in Washington, D.C.

The costs of the Regional Conference are as follows:

- \$150 for optional half-day (1-5 pm) Pre-conference Workshop on Baldrige Are We Making Progress Survey and Introduction to Baldrige on Monday, September 15 (\$100 with the conference on Tuesday, September 16)
- \$445 in advance, \$495 for regular registration on Tuesday, September 16 (\$50 discount for faculty or a group of 5 or more from the same organization)
- \$395 in advance, \$445 for faculty
- \$395 in advance, \$445 for group of 5 or more from same organization submitted at the same time

For further information, contact: Tom Mauro, CEO, Colorado Performance Excellence, P.O Box 17545 tmmauro@aol.com 303-893-2739
www.coloradoexcellence.org

ASQ BOULDER SECTION 1313 COURSE DESCRIPTIONS

Revised 7-1-2008

1301 – CERTIFIED QUALITY ENGINEER (CQE) REVIEW

This is a refresher course for those preparing to take the ASQ Certification exam. This course is advanced and intense. The instructor has an excellent text specific to this course, which is provided at no additional cost. It is recommended the student bring a copy of Juran's Quality Handbook, 5th ed., which can be purchased for about \$135 through ASQ but used copies can often be found for much less on the Internet. The students must bring their own calculator. For additional details or questions, contact the Education Chair.

1302 – CERTIFIED QUALITY AUDITOR (CQA) REVIEW

This is a refresher course for those preparing to take the ASQ Certification exam. This course adds strength and credibility to your auditing experience plus prepares you for taking the ASQ Certification exam. The exam requires that you have some auditing background and you need to meet certain minimum requirements. Each student needs to purchase the latest edition of the CQA Primer published by the Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$65). To order, contact QCI at 1-800-660-4215 or www.qualitycouncil.com. A recommended book to also purchase is Management Audits, 3rd ed. by Allan Sayle, which can also be purchased through QCI at a discount. It may also be found used, for less on the Internet. For additional details or questions, contact the Education Chair.

1305 – CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) REVIEW

This is a refresher course to aid in your preparation for taking the ASQ Certification exam. The Certified Software Quality Engineer is a professional who has comprehensive understanding of software quality development and implementation, a thorough understanding of software inspection, testing, verification, and validation, and can implement software development and maintenance processes and methods. The exam requires you have minimum software testing or development experience and you must meet certain minimum requirements. Each student needs to purchase the latest edition of the CSQE Primer published by the Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$70). To order, contact QCI at 1-800-660-4215 or www.qualitycouncil.com. For additional details or questions, contact Education Chair.

1321 – SIX SIGMA SIMPLIFIED

This is an introductory course that will cover the benefits, basic tools, core analysis processes, and success planning for starting a six sigma program. It covers the fundamental concepts for a small to medium size team program and explains the tools for transitioning into a Six Sigma organization. The class has simplified practical applications of improvement processes and data analysis. Course books and other supporting materials are approximately \$27 and are in addition to the course fee. This course is geared toward company leaders of continuous improvement as well as six sigma team members. No prior knowledge of six sigma is required. This is a wonderful class to start the "ideas flowing" for your organizational improvement goals. For additional details or questions, contact Education Chair.

Suggest to keep this handy for current and later education course interests for yourself or others. They are excellent courses at special rates for ASQ members and non-members. For more information please contact our Section Education Chair, **Ron Sedlock, 303-716-5873** or rsedlock@msn.com

Spring 2008 ASQ Boulder Section #1313 Course Offerings

Updated 7-1-2008

Course Name	Instructor	Course Fee (1)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
(see additional training resources on page 8)						

(¹) Course fee for ASQ or other professional society member/non-member. (2) Cost of primers, texts, workbooks, etc. are not included and must be purchased by the student prior the first class. Contact the Boulder Education Chair, Ron Sedlock, (information below) for details.

COURSE REGISTRATION INFORMATION

You do not have to be a member of ASQ to attend a class however, members of ASQ and other professional societies receive a discount for classes. Local Quality professionals teach all classes in the Boulder/Longmont/ Broomfield area

unless otherwise noted. We contact you at least two weeks in advance of the class start date for the exact location. Classes are typically held at a company that employs one of the students. You may nominate your company for hosting a class. Directions and registration confirmations are provided. Participants receive a certificate upon completion of the course. We need a minimum of about 4 - 5 students to hold a course and we reserve the right to cancel or postpone classes not having enough students. A full refund will be given if minimum class registration requirements are not met. If you cancel within two weeks prior to a class beginning you may not receive a refund.

ASQ CERTIFICATION REVIEW COURSES: These courses are intended as a refresher course for those preparing to take the ASQ Certification exam. These courses are typically not introductory and are intended for people with either academic and/or on the job experience. NOTE: Enrollment in a class DOES NOT enroll the student for the certification exam. The student is responsible for confirming exam dates and application deadlines with ASQ Headquarters. Qualification requirements for sitting for an exam and information regarding exam applications may be obtained by calling ASQ Headquarters at 1-800-248-1946 or go to <http://www.asq.org>.

INSTRUCTORS & COURSE DESCRIPTIONS: A list of instructor biographies and course descriptions can be found on the ASQ Boulder Section web site, <http://www.asq1313.org/>

COURSES LOCATIONS: Contact the ASQ Boulder Education Chair, Ron Sedlock, to see if the class you want can be made available in the Colorado Springs, Denver, Loveland or Ft. Collins area.

GUARANTEE: If you pay for and take one of our ASQ Certification review courses and still fail the Certification Exam, you may retake the course for free as many times as you need. The instructor reserves the right to charge for course materials (e.g., handouts, etc.). Your ASQ section leadership is committed to meeting your quality-related education and certification needs. If you have any questions about a particular course, please contact the instructor or the Education Chair, Ron Sedlock at: 303-716-5873 or rsedlock@msn.com

- - ASQ Boulder Section Courses registration form on next page - -

ASQ #1313 COURSE REGISTRATION FORM

Please complete the following information as thoroughly as possible. In case of a schedule change or cancellation, we really appreciate two phone numbers to contact you.

Student's Name: _____ ASQ Membership #: _____

Title: _____

Company name: _____

Address: _____

Daytime phone: _____

Night time phone: _____

FAX: _____

E-mail: _____

Course # and Name: _____

Course Start Date: _____

Course Fee: \$ _____ (ASQ Member)

\$ _____ (Non-member)

Please enclose a check payable to "ASQ Section 1313" and mail this form with your check to:

Ron Sedlock 12474 West Nevada Place #207 Lakewood, CO 80228-3222

rsedlock@msn.com 303-716-5873

Additional Non-ASQ Boulder Section (or) Non-ASQ Denver Section Training Resources

As valued customers, I would like your input. I'm currently putting together my training offerings for the fall.

If you or your company have specific training needs, please let me know. Based on the voice of customer (that's you!), I will be designing various public seminars and in-house training classes. Your input will be highly regarded and is greatly appreciated. Have a great summer.

At your service,

Ron Sedlock

the quality Catalyst, Inc.

phone: 303-716-5873 or 303-587-9153 (cell)

www.thequalitycatalyst.com

2008 Baldrige Regional Conferences

For more than a decade, the Regional Conferences have been a valuable forum for Baldrige Award recipients to showcase their exceptional performance practices.

This year, we welcome select representatives of the 2007 Award recipients: PRO-TEC Coating Company (small business); Mercy Health System (health care); Sharp HealthCare (health care); City of Coral Springs (nonprofit); and U.S. Army Armament Research, Development and Engineering Center (nonprofit). In addition, the conferences also will feature former Award recipients from every sector.

Learn about their best practices and performance strategies in all seven Baldrige Criteria Categories:

- Leadership
- Strategic Planning
- Customer/Market/Student/Stakeholder/Patient Focus
- Measurement, Analysis, and Knowledge Management
- Workforce Focus
- Process Management
- Results

Whether your organization is large or small; involved in service or manufacturing, health care, education, or government; housed in one location or multiple sites around the globe; you can benefit from the knowledge and experience of the Baldrige Award recipients. Please join us at the 2008 Regional Conferences in Denver and New Orleans.

About the Baldrige Regional Conferences

The conferences will feature a combination of plenary, concurrent, and town hall presentations that provide a dynamic and interactive environment where you can maximize your learning and networking.

Who Should Attend: CEOs; senior managers; education, health care, and government/nonprofit leaders and professionals; directors of staff functions; heads of operating units; and quality/performance improvement practitioners.

Proceedings: Attendees receive a conference bag containing Award recipient videos, presentation visuals, and other Baldrige materials.

For more information on the Baldrige Regional Conferences and the Baldrige National Quality Program, call (301) 975-2036; fax (301) 948-3716; email nqp@nist.gov; or visit our Web site at www.baldrige.nist.gov.

Cont.

Colorado Performance Excellence

CPEXchange Baldrige Regional
Conference Special Edition - July
2008



CPEXchange

Creating a Culture of Excellence Pervasive in Colorado

July, 2008

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2008 Baldrige Regional Conferences

Register online at

Register online at www.baldrige.nist.gov. On-line registration will be open for the Denver conference through 5pm, Eastern Daylight Time (EDT), on September 10.

For more than a decade, the Regional Conferences have been a valuable forum for Baldrige Award Recipients to showcase their exceptional performance practices. This year, we welcome select representatives of the 2007 Award recipients: PRO-TEC Coating Company (small business); Mercy Health System (health care); Sharp HealthCare (health care); City of Coral Springs (nonprofit), and U.S. Army Armament Research, Development and Engineering Center (nonprofit). In addition, the conferences will also feature former Award recipients from every sector including in Denver the following recent Baldrige recipients.

Premier Inc., Bronson Methodist Hospital, Jenks Public Schools, Mercy Health System, North Mississippi Medical Center, Richland College, University of Wisconsin-Stout.

Learn about their best practices and performance strategies in all seven Baldrige Criteria Categories:

- Leadership
- Strategic Planning
- Customer/Market/Student/Stakeholder/Patient Focus
- Measurement, Analysis, and Knowledge Management
- Workforce Focus

- Process Management
- Results

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For more information on the Baldrige Regional Conferences and the Baldrige National Quality Program, call (301) 975-2036; fax (301) 948-3716; email nqp@nist.gov; or visit our Web site at www.baldrige.nist.gov.

www.baldrige.nist.gov

Baldrige Regional Conferences 2008

Join us for a day of dynamic learning and networking with the 2007 Malcolm Baldrige National Quality Award recipients

The 2007 recipients attending in Denver

Small Business

PRO-TEC Coating Company

PRO-TEC provides world-class, hot-dipped galvanized coated sheet steel primarily for the most demanding customers and applications in the automotive market.

Established in 1990 as a joint venture between United States Steel Corporation and Kobe Steel of Japan, PRO-TEC continues to operate under the joint venture agreement. PRO-TEC has been continuously profitable for 12 years. Over the past five years, profits have doubled. PRO-TEC is the industry leader in advanced high-strength steel coating and ultrahigh-strength steel coating, supplying about 15 percent of all hot-dipped galvanized steel to the automotive market. PRO-TEC produces in excess of 100 percent of design capacity in a 24/7 operation. PRO-TEC was the first steel-processing plant to earn both OSHA's Voluntary Protection Program (VPP) Star and EPA's National Environmental Performance Track (NEPT) recognition at the same time.

Health Care

Mercy Health System

Mercy Health System (MHS) is a vertically integrated health system that provides services to residents of southern Wisconsin and northeastern Illinois. Hospital-based services (50%) include three hospitals; clinic based services (34%) include 285 physicians employed at 38 community clinics in six counties; post acute care/retail services (4%) include subacute care services, long-term care services, home health services, a community-based residential facility with hospice beds, a "health mall",

and six retail pharmacies; and an insurance company. Insurance products (12%) include an HMO, POS (Point-of-Service) products, Medicaid HMO, and Medicare supplement plans. Results for community acquired pneumonia mortality rates have decreased steadily since 2003, with current results at 1.2%-significantly below the benchmark of 4.0%. MHS received the 2006 American Association of Retired Persons (AARP) "Best Employers for Workers Over Age 50" award and was named one of the "100 Best Companies in Which to Work" by Working Mother magazine. In addition, in 2007, MHS was named one of the "100 Best Adoption-Friendly Workplaces." MHS provides approximately 1.8% of its hospitals' revenue and more than 2% of its clinics' revenue to charity care.

Health Care Sharp HealthCare

Sharp HealthCare is an integrated health care delivery system that provides a full continuum of care through its 4 acute care hospitals, 3 specialty hospitals, 3 affiliated medical groups, 19 outpatient medical clinics, and a health insurance plan. Sharp HealthCare's net revenue increased by over \$900 million from 2001-2007 (projected). In 2006, Sharp HealthCare surpassed the performance level of its largest local competitor. Sharp's four acute-care hospitals-are in or approaching the top 10% in performance nationally for non-intensive-care-unit community-acquired pneumonia patients, with sustained improvement year after year. For all three hospitals with intensive care units, heart attack mortality is demonstrating sustained levels from 2004-2007, a mark that is at or better than the national benchmark. The economic value of community benefits provided by Sharp increased from approximately \$100 million in 2001 to approximately \$180 million in 2006. Management's donation of hours toward community programs increased from 10,000 hours to almost 60,000 during the period 2003-2006. Sharp is recognized as one of only nine health care organizations to receive the "100 Most Wired" award for nine consecutive years.

Nonprofit U.S. Army Armament Research, Development and Engineering Center (ARDEC)

ARDEC is the R&D center for armaments used by the U.S. Army, Special Operations Command, and other organizations. ARDEC's purpose is to provide battlefield supremacy for U.S. troops through "overmatch capabilities." Over the past 10 years, ARDEC has developed and released more than 20 products that have provided U.S. troops with "world's best" capabilities, compared with products from foreign military and other U.S. defense organizations. Efforts to diversify ARDEC's revenue stream have led to growth in non-Army revenue from about \$60 million in fiscal year (FY) 2001 to \$140 million in FY2007. Overall revenue has increased from approximately \$600 million in FY2001 to around \$1.2 billion in FY2007. ARDEC has received awards and recognition based on customer satisfaction and perceived value, including Value Engineering Accomplishments of Merit. Over the past five years, ARDEC has won 13 of the Army's "10 Greatest Inventions of the Year" awards. Additionally, ARDEC has won the "Army Research and Development Lab of the Year" award for two of the last four years. ARDEC's SWORDS robot was named one of the "most amazing inventions of 2004" by Time magazine. Results for workforce engagement were more than 84% positive and job satisfaction ratings increased from about 87% positive in FY2004 to 92% positive in FY2007, exceeding government productivity and quality benchmarks.

Hotel & Registration Information

HOTEL and TRAVEL

Marriott Denver South at Park Meadows, Denver, CO: Rooms have been reserved at the special conference rate of \$169

(single or double). To receive the conference rate, please reserve by August 25, 2008. To make reservations, call 1-800-686-2767

or 303-925-0004 and reference the Baldrige Regional Conference or reserve rooms online at www.baldrige.nist.gov.

JW Marriott New Orleans, New Orleans, LA: Rooms have been reserved at the special conference rate of \$169 (single or

double). To receive the conference rate, please reserve by September 1, 2008. To make reservations, call 1-800-228-9290 or

1-504-525-6500 and reference the Baldrige Regional Conference or reserve rooms online at www.baldrige.nist.gov.

CONFERENCE REGISTRATION INFORMATION

Conference registrations include attendance to the plenary session, all concurrent sessions, and town hall sessions. Continental breakfast, refreshment breaks and a networking lunch is also included. Advance and Regular registrations must be submitted by 5 pm Eastern Daylight Time on the dates listed below. After the cut-off dates for advance and regular registrations, late registrations must be paid on site-the day of the conference. For an additional fee, a Pre-conference Workshop will be offered to a limited number of registrants. Details are below describing fees, faculty and group discounts, the pre-conference workshop, payment information, and the cancellation and substitution policy.

Registrations must be submitted by 5pm Eastern Daylight Time on the dates listed below.

Registration Type Fee	Denver	New Orleans
Advance Registration \$445	By August 22	By September 10
Regular Registration \$495	August 23-September 10	September 11-29
On-site Registration/After \$545	Beginning September 11	Beginning September 30

these dates registration must be completed on site

FACULTY and GROUP DISCOUNTS

Individuals who have full-time academic employment with a college, university, school district, secondary school, or elementary school receive a \$50 discount per registrant off the advance, regular, or on-site registration fee as appropriate. The faculty discounts cannot be combined with the group discounts.

Groups of 5 or more receive a \$50 discount per registrant off the advance, regular, or on-site registration fee as appropriate. Registrations must be made as a group. The full conference fee will be charged if cancellations reduce the group to fewer than 5 employees. Substitutions may be made at any time.

PAYMENT INFORMATION

This registration form must be accompanied by payment in full (U.S. currency only), via a major credit card (VISA/MC/AMEX) that will be charged, or a check or money order. Sorry, we cannot accept purchase orders. All checks for the Baldrige Regional Conferences should be made payable to the "MBNQA Foundation." For credit card payments, "Baldrige Regional Conference" will be listed as the payee on all registrants' credit card statements. Those who register by phone will be asked to fax a statement to MACC authorizing MACC to charge their named credit card in the amount of their registration fee in order to complete their registration. You will receive confirmation of your registration by mail, email, or fax (domestic attendees

only). On-line registrants will be sent an automatic acknowledgement of registration by e-mail.

CANCELATION AND SUBSTITUTION POLICY

All requests for cancellation must be made in writing and faxed or emailed to MACC by 5pm on the dates listed below.

Substitutions may be made at any time.

Cancellation Type	Denver	New Orleans
Cancellation with full refund	By August 22	By September 10
Cancellation with \$100 fee	August 23-September 10	September 11-29
Cancellation with no refund	Beginning September 11	Beginning September 30

For information on registration contact MACC at 2008 Baldrige Regional Conferences, c/o MACC, Inc., P.O. Box 513, Colmar, PA 18915-0513, phone 215-822-6319, or fax 215-822-3332.

Pre-Conference Workshop for Baldrige Beginners

A Pre-Conference Workshop will be offered from 2:00-5:00 p.m. on September 15 for the Denver conference and on October 2 for the New Orleans conference. This optional workshop is designed to familiarize people new to Baldrige with the Program and the Criteria to maximize their learning at the conference. However, the workshop is not a prerequisite for attending the conference. This workshop provides a hands-on opportunity to learn the basics of the Baldrige Criteria, the benefits of self-assessment, and the resources available to help organizations in their journey to excellence. Pre-registration is required as on site registration will not be available. Please register early to reserve a seat as there is a limit of 60 participants. The workshop is available with or without a Regional Conference registration.

Should you attend the Pre-Conference Workshop?

If you agree with all or most of the following statements, this workshop is designed for you:

- I am not familiar with the Baldrige Criteria for Performance Excellence
- I would like an introduction to the Baldrige Award Program and the Criteria
- I would like to understand the benefits of using the Criteria

Conference Schedule in Denver

preliminary

Conference schedules*

Monday, September 15, 2008: Denver, CO

2:00 - 5:00 pm Pre-Conference Workshop

September 15 and 16, 2008: Denver, CO

Registration Hours: September 15, 12:00 pm to 5:00 pm

September 16, 7:00 am to 2:00 pm

Denver

Tuesday, September 16, 2008: Denver, CO

7:00 - 8:00 am Continental Breakfast

8:00 - 9:15 am Opening Plenary Session:

- Welcome: Colorado Performance Excellence
- Welcome: Thom Schamberger, Executive Director, Baldrige Foundation
- Opening Remarks: Jeff Lucas, Deputy Director, Baldrige National Quality Program
- Leadership Presentations:
PRO-TEC Coating Company
Mercy Health System

Sharp HealthCare

U.S. Army Armament Research, Development and Engineering Center (ARDEC)

9:15 - 9:30 am Networking Break

Concurrent Sessions

9:30 - 10:45 am

Strategic Planning & Customer and Market Focus - ARDEC

Measurement, Analysis, and Knowledge Management & Process Management -
Richland College

Leadership & Workforce Focus - Mercy Health System

11:00 am - 12:15 pm

Measurement, Analysis, and Knowledge Management & Process Management - Pro-
Tec Coating Company

Leadership & Workforce Focus - University of Wisconsin - Stout

Strategic Planning and Focus on Patients, Other Customers, and Markets - Sharp
Healthcare

12:15 - 1:15 pm Lunch

1:15 - 2:30 pm

Leadership & Workforce Focus - ARDEC

Strategic Planning & Student, Stakeholder, and Market Focus - Jenks Public Schools

Measurement, Analysis, and Knowledge Management & Process Management - North
Mississippi Medical Center

2:45 - 3:45 pm

Premier Values and Their Integration - Premier Inc.

Partnerships with Education and Employers - University of Wisconsin - Stout

How to Start Your Baldrige Journey - Bronson Methodist Hospital

3:45 - 4:00 pm Networking Break

4:00 - 5:00 pm Business Town Hall - ARDEC, Premier Inc., PRO-TEC

Coating Company

Education and Health Care Town Hall - Bronson Methodist Hospital, Jenks Public
Schools, Mercy Health System, North Mississippi Medical Center, Richland College,
Sharp HealthCare, University of Wisconsin-Stout

Stay Involved

Please send any thoughts and ideas, potential CPEX participants, comments on this
newsletter, or other suggestions to Tom Mauro at

tmmauro@coloradoexcellence.org. We value your input and participation! We are
available to come to your office location or service organization to introduce CPEX
and how it can be of value. We can make a presentation from 20 minutes up to
2 hours to help folks understand the concepts and services that CPEX can provide.

Visit us on the web at tmmauro@coloradoexcellence.org

or <http://www.coloradoexcellence.org>

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