



Why attend the Quest for Excellence?

Join hundreds of other leaders and managers from around the country striving to improve their organizations and their fields through the use of the Baldrige Criteria for Performance Excellence. The conference runs from April 20-22 in Washington, DC. Some of the highlights you can expect include:

55 management sessions including new Open Microphone Sessions and Networking Sessions:

Using Baldrige to Manage During the Economic Crisis

Adding Value Through Social Responsibility

Selecting Performance Metrics & Building a Scorecard

Moving from Customer Satisfaction to Customer Engagement

Starting Your Baldrige Journey

Presentations by senior leaders from Baldrige Award recipient organizations from education, healthcare, manufacturing, nonprofit/government, service, and small business, including a keynote address by Simon Cooper, President and COO, The Ritz-Carlton Hotel Company, LLC (a two-time Baldrige Award recipient). Terry May, President of MESA Products, Inc. (former Baldrige Award recipient), will provide guidance on taking your conference learning forward.

A unique community service opportunity through a special event in partnership with The Ritz-Carlton Hotel Company, LLC at Boys' Town Washington, DC.

Book signings and networking opportunities with forward thinkers and organizational leaders in the field of performance excellence.

Plus conference coaches before and during the conference for groups of 10, or the option to share a registration or simply attend for one day.

Register today: <https://secure.asq.org/conferences/quest-for-excellence/2009/registration.html>

To see the full conference schedule and additional details visit:

http://www.baldrige.nist.gov/Quest_for_Excellence.htm

About the Baldrige National Quality Program

Created by Congress in 1987, the Baldrige Program educates organizations in performance excellence management and administers the Malcolm Baldrige National Quality Award. The Baldrige Program can be reached at 301-975-2036.

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