

# Performance Excellence | North West

## Bridging Gaps Through a Culture of Improvement

### Conference Agenda\*

Thursday, September 11<sup>th</sup>, 2025, 8am-5pm

McMenamins Kennedy School, 5736 NE 33rd Ave, Portland, OR 97211

Start	End	Thursday, September 11 <sup>th</sup>
7:00am	8:00am	Registration & Breakfast
8:00	8:10	Welcome & Opening Remarks – PENW Board Member
8:10	9:00	<b>Collaborating to Improve Complex Challenges in Your Community</b> Keynote Presentation – Stephanie Norling, Executive Director, Communities of Excellence
9:00	9:45	<b>Leading Community Collaboration to Get Results</b> Panel Discussion – Stephanie Norling, Dr. John Krueger, Jack Liang & others
9:45	10:00	Networking Break
10:00	10:45	<b>Building the Culture of Improvement Through Workforce Engagement</b> Keynote Presentation – Amber Wilson, Chickasaw Nation Department of Health
10:45	11:30	<b>Strategies for Building a Culture of Improvement</b> Panel Discussion – Amber Wilson, John Dickson, and Mark Gregory
11:30	Noon	PENW Recognition – Category Evaluation, Full Application, Examiners, Judges, Board
Noon	1:00pm	Lunch
1:00pm	1:45	<b>Aligning Strategically within a Business Ecosystem</b> Mark Gregory, Executive Director, Oregon Small Business Development Center & Group Discussion
1:45	2:30	<b>(Re)Aligning Community Resources to Impact Homelessness</b> Regional Best Practice – Rogue Retreat Community Leaders
2:30	2:45	Networking Break
2:45	3:30	<b>Virtual Stakeholder Collaboration Activity (bring your device)</b> Learning Activity – Aligning Stakeholder Needs In the Water/Public Sector Speakers & Panel Discussion
3:45	4:30	<b>Hardwiring Daily Operations: Chickasaw Nation’s Quality Management Journey</b> Keynote Presentation – Dr. John Krueger, Chief Medical Officer, Chickasaw Nation Health
4:30	4:45pm	Closing Remarks – PENW Board Member

For more information, use these links for [detailed speaker information](#) and to [REGISTER](#). **See you there!**

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### Post-Conference Agenda

Friday, September 12<sup>th</sup>, 2025, 8:30am-4:30pm

McMenamins Kennedy School, 5736 NE 33rd Ave, Portland, OR 97211

Start	End	Improvement Track	Communities of Excellence Track
8:30am	11:30	<p><b>Lean Lego Learning Lab</b></p> <p>This is an interactive session where participants work in teams in a Lego production &amp; services game, experiencing process problems and applying Lean Six Sigma practices to overcome them.</p>	<p><b>Social Impact Accelerator</b></p> <p>This session will focus on how leadership, data and strategic focus are used to develop a social impact accelerator to play a vital role in nurturing and driving positive change.</p>
11:30am	1:30pm	<b>Lunch / Networking</b>	
1:30pm	4:30	<p><b>Lean Six Sigma White Belt Training—Online Demonstration</b> Overview of The Lean Six Sigma Company’s Programs from Green Belt to Certified Black Belt</p> <p><b>Lean Implementation—The Importance of Training Your Team to Lead the Way</b></p> <ul style="list-style-type: none"> <li>● Selected organizations from the Pacific Northwest implementing Lean and Continuous Improvement principles. <ul style="list-style-type: none"> <li>○ Erica Wilson &amp; Yvonne Smith, Mason Health</li> <li>○ Isaac Swan, MN Homes</li> <li>○ Robert Richards, Legacy Health</li> </ul> </li> </ul>	<p><b>Building Teams for CollaborACTION</b></p> <p>Are you ready to collaborate with other leaders in your community to achieve real change? This session is an overview of an online course that teaches the tools and skills needed to build and lead a high-impact, multi-sector team.</p>

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## 2025 Learning Site Visit

Friday, September 12<sup>th</sup>, 9am-3pm

Clean Water Services - Rock Creek Conference Room

**3235 SE River Rd, Hillsboro, OR 97123, USA (meet at the facility)**

Friday, September 12<sup>th</sup>, 9am-3pm

### Topic of the Day: Mission in Action

**One of the best ways to experience performance excellence is to see it in action.**

Registered attendees will **meet at the Clean Water site** to visit and experience a culture of improvement while exploring best practices and key learnings. Most people gain confidence when they "see" performance excellence through the lens of another organization. Join us for a learning journey to explore Clean Water Services activities to deploy strategy, build relationships with stakeholders, and deliver on their mission at high levels.

This site visit will provide a "hands-on" experience of what it is like to restore and protect a sizeable watershed that has been impacted by years of urban growth. Attendees and participants will be exposed to Clean Water Service's learning and use of performance excellence principles to assess and improve performance across all facets of operations including:

- Operational effectiveness and exceeding compliance standards
- Strategic planning and plan achievement
- Workforce development and engagement
- Building relationships with a wide array of stakeholders
- The day will conclude with a panel to discuss and answer your questions

Lunch provided.