

Performance Excellence | North West

INSPIRE!

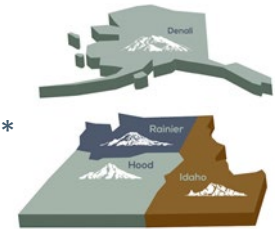


Virtual/Streaming Watch Party & Facilitated Workshop—Agenda*

Tuesday, October 17th, 7am-6pm

McMenamins Anderson School, Bothell, Washington

Brought to you in strategic partnership with the Alliance for Performance Excellence



All times Pacific

Start	End	Tuesday, October 17th	
7:00am	7:45am	Registration & Breakfast – McMenamins Anderson School, 18607 Bothell Way NE, Bothell, WA 98011	
7:45	8:00	Welcome & Opening Remarks – PENW Board Member	
		Virtual Track—Fall Conference Watch Party	In-person Track—Facilitated Workshop
8:00	9:00	Keynote Streaming – Bryan K. Williams, Seven Leadership Key to Realign and Re-earn the Heart of Your Team	Paul Grizzell, Your Leadership System: The Key to a Sustainable Organization
9:00	9:15	Networking Break/Breakfast	
9:15	10:15	Keynote Streaming – Dan Heath, Creating Moments that Matter Up Stream: The Quest to Solve Problems	Paul Grizzell, Leadership System Best Practices: What Senior Leaders Do in High Performing Organizations
10:15	10:45	Networking/Break	
10:45	11:30	Group Activity	
11:30am	12:30pm	Lunch	
12:30pm	1:30pm	Keynote Streaming – Horst Schultz, Excellent Customer Service, Chief Operating Officer, Ritz Carlton	Paul Grizzell, Improving Your Leadership Systems: How to We Get Buy-In & Accountability?
1:30	1:45	PENW Program Update—Benefits to Becoming a PENW Member; Overview of Services	
1:45	2:15	Networking/Break	
2:15	4:15	SPECIAL LIVE SESSION: Rami Goldratt Innovation that Really Matters: Tools for Focused Business Innovation	
4:15	4:30	Closing Remarks – PENW Board Member	
4:30	6:00	Meet the Speaker – Happy Hour & Networking (Cash bar)	

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

Performance Excellence | North West INSPIRE!

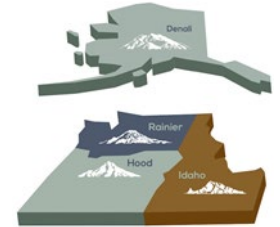


Excellence is not something we achieve.
It's something we create.

2023 PENW Learning Symposium—Agenda*

Wednesday, October 18th, 8am-5pm

McMenamins Anderson School, Bothell, Washington



All times Pacific

Start	End	Wednesday, October 18th
8:00am	9:00am	Breakfast & Networking
9:00	9:10	Welcome & Opening Remarks – PENW Board Member
9:10	10:00	Opening Keynote Presentation—Maryruth Butler, President, Cascadia Health, North Division Unlocking Higher Performance: How to Conduct Systematic cycles of Evaluation and Improvement
10:00	10:30	National Baldrige program Update—Bob Fangmeyer, Director, Baldrige Program Reinventing Baldrige! – Program Review Findings and Next Steps
10:30	11:00	Break & Networking
11:00	11:30	Regional Best Practice—Jonathan Larson & Al Dams, King County Department of Assessment, Responding to Changes in Policy Requires Agility & Resilience
11:30	Noon	Regional Best Practice—Eric Moll, CEO, Mason Health, A View from the CEO and Keeping People Engaged
Noon	1:00pm	Lunch
1:00pm	1:30	Regional Best Practice—John Clifford, Pagliacci Pizza, Leveraging Core Work Process Improvements Impacts Your Entire Operations
1:30	2:00	Regional Best Practice—Ryan Zeng, Conducting Rapid Assessments to Support Effective Lean Deployment
2:00	2:15	Organizational and Volunteer Recognition
2:15	2:45	Break & Networking
2:45	3:45	Keynote Presentation—Paul Grizzell, President, Core Value Partners, From Compliance to Excellence
3:45	3:50	Site Visit Setup – Overview of Thursday's Events (last minute registration if available)
3:50	4:00	Closing Remarks – PENW Board Member
4:00	5:00	Happy Hour & Networking (Cash bar)

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

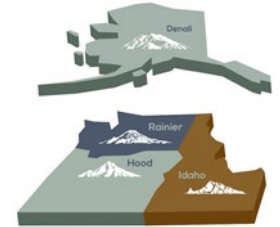
Performance Excellence | North West INSPIRE!



**Excellence is not something we achieve.
It's something we create.**

2023 Best Practice Site Visit & Workshops

Thursday, October 19th, places/times vary based on offering



One of the best ways to experience performance excellence is to see it in action. Registered attendees will drive to their 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.

Thursday, October 19 th	
Site Visit – Pagliacci Pizza	Workshop – The Lego Game/Simulation
415 E Pike St, Seattle, WA 98122 10am-2:30pm	McMenamin’s Anderson School, Bothell, WA 9am-1pm, lunch included
<u>Improving Your Core Work System</u> Pagliacci Pizza is a locally owned business with locations across the Seattle metro area. By making a few key changes to their core work system, the payback has become exponentially impactful. Aligning critical training systems with required workforce competencies has led Pagliacci to improve reliability, quality, and consistency in its core product. Grab a slice and go experience Pagliacci's commitment to excellence for yourself. It's a tasty offer you shouldn't refuse.	<u>The Lego Game</u> What to experience Lean Six Sigma principles in a fun and engaging environment? This is the workshop for you. This special half-day "LEGO Game" simulation will explore the principles of Lean -- ways to improve productivity and efficiency in today's uncertain environment. Everywhere this course is conducted, participants give it high marks for making complex ideas easier to understand, plus you get to play with Legos. Who knew Six Sigma could be this much fun?