



STERLING

THE *Competitive* ADVANTAGE

JUNE 1-4, 2010 • JW MARRIOTT ORLANDO GRANDE LAKES

2010 Conference Schedule of Events

MONDAY, MAY 31, 2010

3:00 p.m. - 5:00 p.m.

Conference Registration & Information

TUESDAY, JUNE 1, 2010

7:00 a.m. - 6:15 p.m.

Conference Registration & Information

8:00 a.m. - 5:00 p.m.

Full-Day Pre-Conference Workshops (additional payment required-see registration form)

2010-2011 Sterling Criteria: An Overview of Managing for Sustainability

Creating a Culture of Continuous Improvement and Innovation

1:00 p.m. - 5:00 p.m.

Half-Day Pre-Conference Workshops (additional payment required-see registration form)

Building Your Quality Culture

Lean Process Management for Manufacturing Processes

Lean Process Management for Service and Non-Manufacturing Processes

3:00 p.m. - 4:30 p.m.

Conference Preview Session

7:00 p.m. - 8:30 p.m.

Conference Preview Session

WEDNESDAY, JUNE 2, 2010

7:00 a.m. - 6:00 p.m.

Conference Registration & Information

7:00 a.m. - 7:45 a.m.

Continental Breakfast

8:00 a.m. - 9:30 a.m.

Opening Session: Dr. Terry Holliday, Kentucky Commissioner of Education

"Running all the Red Lights: A Journey to System-Wide Educational / Organizational Reform"

9:30 a.m. - 9:50 a.m.

Coffee Break

9:50 a.m. - 11:20 a.m.

Workshop Sessions (Nine Concurrent Sessions)

11:30 a.m. - 12:15 p.m.

Networking Luncheon

12:15 p.m. - 1:30 p.m.

Grand Opening Products & Services Exposition

1:30 p.m. - 3:00 p.m.

Workshop Sessions (Nine Concurrent Sessions)

3:00 p.m. - 3:15 p.m.

Networking Break

3:15 p.m. - 4:45 p.m.

Closing Session: Governor's Sterling Award Winner Leadership Panel

Four 2009 Governor's Sterling Award Recipients

4:45 p.m. - 6:00 p.m.

Networking Reception in Expo Hall

THURSDAY, JUNE 3, 2010

7:00 a.m. - 5:00 p.m.

Conference Registration & Information

7:00 a.m. - 7:45 a.m.

Continental Breakfast in the Expo Hall

8:00 a.m. - 9:00 a.m.

Opening Session: Clayton Fitzhugh, Vice President & Chief Human Resource Officer, Catholic Health East

"Leadership from the Top to the Shop... Everyone's a Leader"

9:00 a.m. - 9:20 a.m.

Coffee Break

9:20 a.m. - 10:50 a.m.

Workshop Sessions (Nine Concurrent Sessions)

10:50 a.m. - 11:15 a.m.

Networking Break

11:15 a.m. - 12:15 p.m.

Networking Forums by Sector

12:15 a.m. - 1:00 p.m.

Networking Luncheon by Sector

1:00 p.m. - 2:00 p.m.

Closing of Expo Hall with Dessert and Raffle

2:00 p.m. - 3:30 p.m.

Workshop Sessions (Nine Concurrent Sessions)

3:30 p.m. - 3:45 p.m.

Networking Break

3:45 p.m. - 5:15 p.m.

Closing Session: Team Showcase Competition

FRIDAY, JUNE 4, 2010

7:00 a.m. - 4:00 p.m.

Conference Registration & Information

7:00 a.m. - 7:45 a.m.

Continental Breakfast

8:00 a.m. - 9:00 a.m.

Opening Session: Malcolm Out Loud, Brink Thinker and Host of the "Malcolm Out Loud" Show

"How to Avoid the 4 Human Aliments: Pitfalls that Hold Us Back"

9:00 a.m. - 9:20 a.m.

Coffee Break

9:20 a.m. - 10:50 a.m.

Workshop Sessions (Nine Concurrent Sessions)

10:50 a.m. - 11:00 a.m.

Break

11:00 a.m. - 12:00 p.m.

Closing Session: Chris Hart, Interim Director, Governor's Office of Tourism, Trade, and Economic Development

"Talent: It's Your Business"

12:00 p.m. - 2:00 p.m.

Lunch on Your Own

2:00 p.m. - 4:00 p.m.

Bonus Session

5:00 p.m. - 6:30 p.m.

Banquet Will Call

6:00 p.m. - 6:30 p.m.

Governor's Reception

6:30 p.m. - 10:30 p.m.

18th Annual Governor's Sterling Award Banquet

10:30 p.m. - Until

After Banquet Celebration