



celebrating today
FLORIDA STERLING CONFERENCE
 May 29 - June 1, 2012 @ JW Marriott Orlando Grande Lakes
 www.floridasterling.com 850.922.5316
building tomorrow

2012 Conference Schedule of Events

MONDAY, MAY 28, 2012

3:00 p.m. - 5:00 p.m. Conference Registration & Information

TUESDAY, MAY 29, 2012

7:00 a.m. - 6:15 p.m. Conference Registration & Information
 8:00 a.m. - 4:00 p.m. Florida's 3rd Annual Education Summit
 9:00 a.m. - 5:00 p.m. Florida's 2nd Healthcare Symposium
 8:00 a.m. - 5:00 p.m. Full-Day Pre-Conference Workshops (additional payment required-see registration form)
2013 Sterling Criteria: The Performance Excellence Framework for Sustainability
Accelerated Learning Curriculum Design and Implementation: A Key to Getting Business Impact in Learning

1:00 p.m. - 5:00 p.m. Half-Day Pre-Conference Workshops (additional payment required-see registration form)
Value Stream Mapping for Transactional Processes

3:00 p.m. - 4:30 p.m. Conference Preview Session
 7:00 p.m. - 8:30 p.m. Conference Preview Session

WEDNESDAY, MAY 30, 2012

7:00 a.m. - 5:30 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. Michael Perich, Consultant for Continuous Improvement, Montgomery County Public Schools
"Strategic Organizational Transformation" (2010 Baldrige National Quality Award Recipient)
 9:30 a.m. - 9:50 a.m. Coffee Break
 9:50 a.m. - 11:20 a.m. Workshop Sessions (Eight 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 (Eight Concurrent Sessions)
 3:00 p.m. - 3:15 p.m. Networking Break
 3:15 p.m. - 4:30 p.m. Closing Session: Governor's Sterling Award Winner Leadership Panel
Two 2011 Governor's Sterling Award Recipients & Four Sustained Excellence Recipients
 4:30 p.m. - 6:00 p.m. Networking Reception in Expo Hall

THURSDAY, MAY 31, 2012

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: Mr. Ken Schiller, President & CEO, K & N Management
"The Love of Excellence" (2010 Baldrige National Quality Award Recipient)
 9:00 a.m. - 9:20 a.m. Coffee Break
 9:20 a.m. - 10:50 a.m. Workshop Sessions (Eight Concurrent Sessions)
 10:50 a.m. - 11:15 a.m. Networking Break
 11:15 a.m. - 12:15 p.m. Networking Forums by Sector - Nonprofit (including government), Education, Health Care, & Business
 12:15 p.m. - 1:00 p.m. Networking Luncheon by Sector
 12:30 p.m. - 6:00 p.m. Florida STEM Manufacturing & Education Forum
 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 (Eight 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 1, 2012

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. - 9:30 a.m. Workshop Sessions (Eight Concurrent Sessions)
 9:30 a.m. - 9:45 a.m. Break
 9:45 a.m. - 11:15 a.m. Workshop Sessions (Eight Concurrent Sessions)
 11:15 a.m. - 11:30 a.m. Break
 11:30 a.m. - 12:30 p.m. Closing Session: Mr. Kyle O'Neal, Brand Engagement Manager, Southwest Airlines
"Customer Engagement: Southwest Airlines Style"
 12:30 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
 5:30 p.m. - 6:30 p.m. Governor's Reception
 6:30 p.m. - 10:30 p.m. 20th Annual Governor's Sterling Award Banquet
 10:30 p.m. - Until..... After Banquet Celebration