

Tuesday
February 5, 2013

LOCATION:

O'Callahan's/Shilo Inn
50 Comstock
Richland, Washington

5:30 p.m. - Check in/Networking
(no host cocktail service)

6:00 p.m. - Buffet Dinner

6:45 p.m. - Presentation

DINNER BUFFET MENU:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

Cost:

\$17 ASQ members
\$20 non members
\$5 presentation only

Reservations are requested by January 31. E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

Note: All no shows will be billed unless cancelled 48 hours in advance.

For more information about our ASQ section and other upcoming events: www.asq614.org/

“Using the Baldrige Criteria to Create Better Communities”



Laura Kinney

Yakima Valley Memorial Hospital and Family of Services

You may know about the Baldrige Criteria and you may know a bit about some of the Baldrige winners. This presentation will dive deeper into how organizations using the Baldrige Criteria create better communities.

The Baldrige model has identified the beliefs and behaviors of high-performing organizations. The Baldrige framework encompasses non-prescriptive criteria to help organizations focus on what's important, identify gaps, and sustain improvements. It helps organizations identify their blind spots and strategically plan for future challenges and key changes. Guided by feedback provided by expert examiners, organizations gain insights that can lead to improved processes, better decision making, stronger leadership and greater organizational alignment and success. Item 1.2 in the Baldrige Criteria asks key questions about the organization's governance system, legal and ethical behavior, and societal responsibilities.

As a current Baldrige National Performance Excellence Examiner and Washington State Quality Award Program Judge and Examiner Trainer, Laura has first-hand knowledge of and experience with a variety of organizations utilizing the Baldrige Criteria. She will share examples from both the healthcare and business sectors and will include interviews and content from Baldrige winners, and even some Washington State applicants who are not quite yet winners.

The February 5 meeting will be educational and challenging. You will take away ideas on how your organization can support your community and even how to measure your support. Laura will connect you to some of the best practices for social responsibility, and you will learn more about the Baldrige Criteria along the way. Laura has quite a bit of energy and enthusiasm about this topic, and she promises a lively session.

About the presenter: *Laura Kinney is the Director of Organizational Excellence at Yakima Valley Memorial Hospital and Family of Services where she leads the Baldrige Journey and strategic planning. She is the Vice Chair of the 2013 ASQ World Conference on Quality and Improvement Technical Committee, Past Chair of the Quality Institute for Healthcare, former chair of both Spokane and Seattle ASQ Sections, member of the VHA/Novation Environmental Advisory Group, is active with ASQ's Healthcare Division and a member of the American College of Healthcare Executives. Laura has been in healthcare for a decade after previously implementing ISO and QS-9000 in the automotive industry. Laura was introduced to the Pacific Northwest when she attended the University of Puget Sound for her Bachelor's in Biology and attended the University of Idaho for a Master's in Fisheries Management...all which lead very clearly to a career in healthcare administration and improvement! Laura has been published in the American Hospital Association Trustee Magazine, Socially Responsible Hospitals Focus on Sustainability, and in ASQ Quality and Participation Magazine where she discussed environmental sustainability in healthcare. Laura's consulting business is Performance Excellence Mentor, where she works with organizations who want to use the Baldrige Criteria to reach a higher level of organizational performance.*