

Celebrating Excellence Through Sharing

First Baldrige Winner
from Connecticut By the Year 2005



CONNECTICUT QUALITY IMPROVEMENT AWARD PARTNERSHIP'S 15TH ANNUAL CONFERENCE ON QUALITY & INNOVATION

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P.O. Box 1396 • Stamford, CT 06904-1396
Thursday, October 17, 2002 • 8:00 AM to 4:30 PM
Southbury Hilton • Southbury, Connecticut
Telephone: 203 598-7600

Directions:

I-84 to Exit 16. Right at end of ramp.
Drive 1/4 mile. Hotel is on the right.

For more information:

Visit our web site: www.ctqualityaward.org
or call Sheila Carmine, Founder and Executive Director
203 322-9534

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Thursday, October 17, 2002
Southbury Hilton Hotel

MORNING PROGRAM

- 8:00 – 8:25 Registration and continental breakfast generously hosted by *Health Net of the Northeast*
- 8:30 – 8:40 Welcome and review of three CQIA Awards: the CQIA Innovation Prize, Connecticut Breakthrough Quality Award and Connecticut Leadership Quality Award, and new Self Assessment Starter Guide
- 8:40 – 9:00 Kathleen K. Lundquist, Ph.D., President, *Applied Psychological Techniques*, Darien, CT “The Evolving Definition of Work”
- 9:00 – 9:10 **Part 1** - Introduction of representatives from the gold 2002 CQIA Innovation Prize winners. Plaques will be awarded and pictures taken in the afternoon from 2:45 to 4:30 PM
- 9:10 – 9:30 Lynda Clemmons, President, *Element Re*, Stamford, CT “It’s About the Weather”
- 9:30 – 9:38 **Part 2** - Introduction of representatives from gold 2002 CQIA Innovation Prize winners
- 9:40 – 10:00 Chandler J. Howard, President, *Fleet Bank, Connecticut*, Hartford, CT “Competing with Customer Service”
- 10:00 – 10:15 **Part 1** - Introduction of representatives from silver 2002 CQIA Innovation Prize winners.
- 10:15 – 10:30 Break. Visit booths
- 10:30 – 11:00 **Part 2** - Introduction of representatives from silver 2002 CQIA Innovation Prize winners
- 11:00 – 11:55 David Neeleman, President and CEO, *JetBlue*, Key Gardens, NY and Darien, CT “The JetBlue Story”

AFTERNOON PROGRAM

- 12:00 – 1:00 Lunch. Gold CQIA Innovation Prize winners will host assigned tables for luncheon conversation.
- 1:00 – 1:30 Concurrent Workshops hosted by exhibitors
 1) **CONNSTEP, Inc., Rocky Hill, CT**
 “The Lean Management System: Examples from the Real World”
 2) **Unitek Technical Services, Inc., Centreville, VA**
 “Solutions Right at the Source”
- 1:35 – 2:35 Thomas A. Crosby, President/CEO
 2001 Malcolm Baldrige National Quality Award for Performance Excellence, Small Business Winner
Pal’s Sudden Service, Kingsport, Tennessee
 “The Baldrige and Pal’s Quality Journey”
- 2:35 - 2:40 Thom Crosby presents
 2002 Connecticut Breakthrough Quality Award
- 2:40 – 2:45 Break
- 2:45 – 4:30 **Active Workshop**
 “Leading Through Excellence”
 Alden Davis, Corporate Troubleshooter
Pratt & Whitney What does it mean to develop personal standards of excellence that drive bottom-line business results? Work with Alden Davis to develop your personal leadership platform
- 2:45 – 4:30 Gold and Silver CQIA Innovation Prize winners receive their plaques and have their pictures taken during 5-minute scheduled time intervals. PLAQUES WILL BE AVAILABLE TO ALL WINNING CQIA INNOVATION PRIZE ORGANIZATIONS ATTENDING THE CONFERENCE. Remaining plaques will be delivered by December 1, 2002.

REGISTRATION FORM

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Please register me for the Conference. Attached is a check (no purchase orders) made payable to Connecticut Quality Improvement Award for \$265. (\$290 after October 3). For five associates just \$1200 (before October 3). Please list names individually.

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**CONNECTICUT QUALITY IMPROVEMENT AWARD PARTNERSHIP
 P.O. Box 1396
 STAMFORD, CT 06904-1396**

No refunds after October 3, 2002

An E-Mail will be sent confirming your registration form

All participants will receive the eighth annual CQIA Partnership benchmarking book, 2002 CONNECTICUT BEST PRACTICES.