



Georgia Oglethorpe
Annual Conference and
Awards Banquet

Celebrating Twelve Years of Georgia Excellence!
Showcasing Use of the Criteria for Performance Excellence

Surviving These Wild Times

Thursday, October 29, 2009 ♦ Atlanta Marriott Century Center Hotel
♦ 2000 Century Boulevard NE ♦ Atlanta, Georgia

*Georgia's Baldrige-based education,
assessment, and recognition process*

EVENTS AND CONFERENCE SCHEDULE

(Subject to change and refinement without notice)

Thursday, October 29, 2009

» **All Speaker Sessions, Awards Banquet and Reception**

| | |
|--------------------------------|--|
| 8:00 a.m. – 5:30 p.m. | <i>Check-in for Registered Attendees</i> |
| 8:00 a.m. – 8:30 a.m. | <i>Continental Breakfast</i> |
| 8:45 a.m. – 9:55 a.m. | General Session – Featured Speaker |
| 9:55 a.m. – 10:05 a.m. | <i>Break – Networking and Sharing</i> |
| 10:05 a.m. – 11:15 a.m. | Concurrent Breakout Sessions - A |
| 11:15 a.m. – 11:25 a.m. | <i>Break – Networking and Sharing</i> |
| 11:25 a.m. – 1:15 p.m. | Awards Banquet and Featured Speaker |
| 1:15 p.m. – 1:30 p.m. | <i>Break – Networking and Sharing</i> |
| 1:30 p.m. – 2:40 p.m. | Concurrent Breakout Sessions - B |
| 2:40 p.m. – 2:50 p.m. | <i>Break – Networking and Sharing</i> |
| 2:50 p.m. – 4:00 p.m. | Concurrent Breakout Sessions - C |
| 4:00 p.m. – 4:10 p.m. | <i>Break – Networking and Sharing</i> |
| 4:10 p.m. – 5:20 p.m. | Concurrent Breakout Sessions - D |
| 5:30 p.m.– 7:00 p.m. | Reception Honoring the 2009 Board of Examiners. Everyone Welcome! |

Two-Day Workshop Also Available...

“Improve Your Organization’s Bottom-line Performance”

Interested in learning to use the Georgia Oglethorpe (Baldrige) Criteria for Performance Excellence to systematically address issues of real concern to your organization? Consider this workshop for more in-depth knowledge and personal attention to assessing and setting priorities for you organization. Dave Klater, Dave Klater Consultants, Inc. and Lead Judge and Trainer for the Georgia Oglethorpe Board of Examiners will be teaching this two-day participative event. The dates are Wednesday, Oct. 28 and Thursday, Oct. 29 at the Marriott Atlanta Century Center. As a participant, you will attend our Annual Awards Banquet and Reception at no extra cost. For more information visit our Web site at www.GeorgiaOglethorpe.org and click Training. You may also contact us by phone at 770.889.4011 or e-mail us at office@georgiaoglethorpe.org.

Dress for all events is business/business casual.

Concurrent Workshops

(Subject to change and refinement without notice)

THURSDAY, October 29, 2009

| Session A 10:05 a.m. – 11:15 a.m. | Session B 1:30 p.m. – 2:40 p.m. |
|--|---|
| – A1 – Leadership & Results* | – B1 – Measurement, Analysis, & Knowledge Management & Results* |
| – A2 – Strategic Planning & Results* | – B2 – Workforce Focus & Results* |
| – A3 – *Customer Focus & Results* | – B3 – Process Management & Results* |
| Session C 2:50 p.m. – 4:00 p.m. | Session D 4:10 p.m. – 5:20 p.m. |
| – C1 – Leadership & Results* | – D1 – Measurement, Analysis, & Knowledge Management & Results* |
| – C2 – Strategic Planning & Results* | – D2 – Workforce Focus & Results* |
| – C3 – Customer & Market Focus & Results* | – D3 – Process Management & Results* |

* Focus of Presentation

Awards Banquet and Speaker

11:25 a.m. – 1:15 p.m.

- Celebrate organizations successfully using the Criteria for Performance Excellence to improve and sustain bottom-line performance.
- Hear Featured Speaker(s).
- Bring a guest – spread the knowledge!

Reception Honoring the 2009 Board of Examiners

5:30 p.m. – 7:00 p.m.

- Everyone is invited.
- Show appreciation to our volunteer Examiners, Senior Examiners, and Judges.
- Network, learn, and share.
- Wait for traffic to clear.

Concurrent Breakout Sessions

10:05 a.m. – 5:20 p.m.

- Speakers focus on use of the Georgia Oglethorpe Criteria for Performance Excellence and Personal Improvement.
- Workshops offer you a choice of speakers and topics with real-time experience with the Criteria.

We Hope to See You Soon

- As a Georgia Oglethorpe Applicant Organization for 2010.
- Seeking Feedback for Continuous Learning and Improvement.
- Participating in this fall's Board of Examiners Training.

Marriott Atlanta Century Center Hotel

Make your room reservation at www.Marriott.com; to receive special room rate of \$129.00 call Marriott at 1.800.228.9290 or 404.325.0000 and mention the Georgia Oglethorpe Conference.

Directions: From I-85, take Exit 91, Clairmont Rd. Turn North onto Clairmont. At third traffic light, turn right onto Century Blvd. Hotel is at end of Century Blvd. on the right. This is inside I-285 and North of downtown Atlanta.

2009 REGISTRATI

Georgia Oglethorpe Annual Conference & Awards Banquet

Thursday, October 29, 2009 • Marriott Atlanta Century Center Hotel

Please complete ONE form PER PERSON (except for multiples attending ONLY Reception or Banquet). Please PRINT or TYPE.

Name: _____

Functional Title: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Country: _____

Telephone: _____ Fax: _____ E-Mail: _____

| CONFERENCE REGISTRATION OPTIONS AND COSTS | TOTALS |
|---|--------|
|---|--------|

Full Conference Registration: (Please check the appropriate boxes that apply to you and enter all costs).

Cost Includes ALL Events – Speakers, Workshops, Awards Banquet, Reception

- | | | |
|---|--------------|----------|
| <input type="checkbox"/> All Events – Speakers, Workshops, Awards Banquet, Reception | \$ 345 each | \$ _____ |
| <input type="checkbox"/> Deduct early bird discount for full payment via check by Oct. 9 (- \$20 per registration). | - \$ 20 each | : _____ |

Special Discount Fees (No additional discounts apply).

- | | | |
|--|-------------|----------|
| <input type="checkbox"/> All Events for Sponsors, Groups (4+ Registrations), and 2007/2008/2009 Members of the Georgia Oglethorpe Board of Examiners | \$ 315 each | \$ _____ |
|--|-------------|----------|

Separate Events Registration: (May use one form for multiple registrations.)

- | | | |
|---|------------|----------|
| <input type="checkbox"/> Attend Awards Banquet only. (Total number to attend x \$85 ea. = _____) | \$ 85 each | \$ _____ |
| <input type="checkbox"/> Attend Evening Reception only. (Total number to attend x \$30 ea. = _____) | \$ 30 each | \$ _____ |

Subtotal for Registration

- | | | |
|--|--------------|---------|
| <input type="checkbox"/> Add credit card fee (+ \$20 per registration) | + \$ 20 each | : _____ |
|--|--------------|---------|

Total for all Registration Options Selected

: _____
: _____
: _____

| METHOD OF PAYMENT |
|-------------------|
|-------------------|

Please check the appropriate box. All forms of payment must be received by Noon on Friday, October 23. Checks are preferred.

- Check: Make payable to **Georgia Oglethorpe Award Process, Inc.** and mail to address below in Registration Options.
- Charge: Again, please be aware that an additional \$20 processing fee applies for payment by credit card.

Visa MasterCard Card Number: _____

Exp. Date: _____ Cardholder Name (Print): _____

Authorized Signature: _____
(If a fax or hard copy is sent.) _____

Registering Electronically? Please **CALL** Phone: 770.889.4011 or Voice Mail: 404.232.3808 and leave your name and phone number. We will call you for credit card information.

| Registration Options |
|--|
| <p>Fax: 404.651.8202 or 404.232.3771</p> <p>E-Mail: office@GeorgiaOglethorpe.org (no credit card #s on e-mail – please use Voice Mail: 404.232.3808 or Phone: 770.889.4011.</p> <p>U.S. Mail: Georgia Oglethorpe Award Process, Inc. 148 Andrew Young Int'l. Blvd., NE, Suite 225 Atlanta, GA 30303</p> <p>Web Site: www.GeorgiaOglethorpe.org (Select Conference tab to download this registration form.)</p> <p>Voice Mail: 404.232.3808 (Please leave your name and number. We will contact you for credit card information.)</p> |

| Cancellation Policy |
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| <p>All substitutions and cancellations must be made by phone. CALL 404.232.3808 or 770.889.4011.</p> <ul style="list-style-type: none"> Substitutions accepted. Full refund – on or before Tuesday, October 20. \$100 cancellation fee – if received between Wednesday, October 21 and Noon on Friday, October 23. No refunds after Noon on Friday, October 23. |