

## Events and Conference Schedule

### Monday, March 18

1:00 – 6:00 PM  
4:00 – 6:30 PM

**Pre-conference Tutorials**  
**Early Conference Registration**

### Tuesday, March 19

7:00 – 8:00 AM  
8:00 – 9:15 AM

Registration/Continental Breakfast  
**Opening Session/Keynote Speaker**  
*Dr. Timothy Mescon – Our Emcee for the Day*  
*Kennessaw State University*  
*Gary Anderson, Heatcraft*  
*Formerly Plant Manager, Prestolite Wire*  
*2000 Georgia Oglethorpe Award Recipient*

9:15 – 9:30 AM  
**9:30 – 10:45 AM**  
10:45 – 11:00 AM  
**11:00 – 12:15 PM**  
12:15 – 12:30 PM  
**12:30 – 2:00 PM**

Break – Networking and Sharing  
**Breakout Session A – Concurrent Workshops**  
Break – Networking and Sharing  
**Breakout Session B – Concurrent Workshops**  
Break – Networking and Sharing  
**Lunch – Keynote Lunch Speaker**  
*Dr. Timothy Mescon*

2:00 – 2:15 PM  
**2:15 – 3:30 PM**  
3:30 – 3:45 PM  
**3:45 – 5:00 PM**  
**6:00 – 8:00 PM**

Break – Networking and Sharing  
**Breakout Session A repeats – Concurrent Workshops**  
Break – Networking and Sharing  
**Breakout Session B repeats – Concurrent Workshops**  
**Reception – Honoring the 2001 Georgia Oglethorpe Board of Examiners**

### Wednesday, March 20

7:00 – 8:00 AM  
8:00 – 9:00 AM

Continental Breakfast  
**Opening Session/Keynote Speaker**  
*Michael Thurmond, Commissioner, Georgia Department of Labor*

9:00 – 9:15 AM  
**9:15 – 10:30 AM**  
10:30 – 10:45 AM  
**10:45 – 12:00 PM**  
12:00 – 12:15 PM  
**12:15 – 3:00 PM**

Break – Networking and Sharing  
**Breakout Session C – Concurrent Workshops**  
Break – Networking and Sharing  
**Breakout Session C repeats – Concurrent Workshops**  
Break – Networking and Sharing  
**5th Annual Awards Banquet**  
**Celebrating the 2001 Georgia Oglethorpe Award Recipients**  
**Entertainment provided by the Puppet People®**

### Pre-conference Tutorials

#### So You Want to Apply for the Georgia Oglethorpe Award or Just Use the Criteria?

**Ken Leach, President, Leach Quality Inc. and Georgia Oglethorpe Panel of Judges 1997-2001**

Learn how to address the Criteria for Performance Excellence requirements from a man who has coached thirteen Malcolm Baldrige recipients. Gain insight into how to assess your organization against the Criteria, discover how to close the gaps by structuring internally to address them, and learn the process for applying for low-cost, high-value assessment, feedback, and the award. Know how to document your management system so that you maximize the examiners' ability to understand your business and understand ways to prepare your organization to optimize learning from a site visit.

#### Building a High Performance Business Management System

**Davina Henderson, Site Manager for Process Integration, Lockheed Martin Aeronautics**  
**Tom Parks, Sr., MQM, Quality Consultant, Black Belt, World-wide Service Logistics, NCR Corporation**  
**Randy Lott, Site Manager for Assembly Processes, Lockheed Martin Aeronautics**

This workshop will explore the benefits of implementing 6 Sigma, Lean Manufacturing, ISO 9001:2000 Standard and/or using the Georgia Oglethorpe Award process to build a high performance business management system. You will gain knowledge by comparing the advantages of implementing the ISO standards and/or using the Georgia Oglethorpe Criteria. Learn what Lean Manufacturing and Six Sigma's roles are in the process and how to apply them. At the end of these sessions, you will better understand the integration and use of these systems to assess and understand the needs of your organization.

## 2002 Registration Form

Please complete one registration form per person attending. Please PRINT legibly or TYPE.  
You may also request and submit this form electronically. Make request by e-mail to goap@bellsouth.net.

Name: \_\_\_\_\_

Functional Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

### REGISTRATION OPTIONS AND COSTS

### TOTALS

**Pre-conference Tutorial: Not included in conference registration, please check the appropriate box**

Monday, March 18: (select only one)

So You Want to Apply for the Georgia Oglethorpe Award or Use the Criteria?

Building a High Performance Business Management System \$95 each \$ \_\_\_\_\_

**Conference: Includes Tuesday's Reception & Awards Banquet, please check the appropriate box**

Regular Conference Registration \$495 each \$ \_\_\_\_\_

Preferred Conference Rate for \$1,500+ sponsors/members & groups of 4+ \$445 each \$ \_\_\_\_\_

2000/2001 Members of the Board of Examiners \$395 each \$ \_\_\_\_\_

Single day registration: \$295 each \$ \_\_\_\_\_

Tuesday, March 19 (includes reception)

Wednesday, March 20 (includes banquet)

**Additional Tuesday Board of Examiners Reception Tickets: please complete appropriately**

Reception Registration (Total number to attend @ \$15 ea. = \_\_\_\_\_) \$15 each \$ \_\_\_\_\_

**Additional Awards Banquet Tickets: please complete appropriately**

Regular Banquet Registration (Total number to attend @ \$75 ea. = \_\_\_\_\_) \$75 each \$ \_\_\_\_\_

Preferred Banquet Rate for \$1,500+ sponsors/members & 00/01 BOEs \$65 each \$ \_\_\_\_\_

**TOTAL COSTS FOR ALL REGISTRATION OPTIONS**

Using the concurrent workshops matrix, please list the six workshops you anticipate attending.

### SESSION TIMES

### Workshop # Preferred (i.e., A7, B3, C5)

A - Tuesday, March 19 9:30 AM ----- A \_\_\_\_\_

A - Tuesday, March 19 2:15 PM (repeat of Session A offerings) ----- A \_\_\_\_\_

B - Tuesday, March 19 11:00 AM ----- B \_\_\_\_\_

B - Tuesday, March 19 3:45 PM (repeat of Session B offerings) ----- B \_\_\_\_\_

C - Wednesday, March 20 9:15 AM ----- C \_\_\_\_\_

C - Wednesday, March 20 10:45 AM (repeat of Session C offerings) ----- C \_\_\_\_\_

### METHOD OF PAYMENT (please check one)

Check (Must be received by Friday, March 15, 2002 & payable to Georgia Oglethorpe Award Process)

**DO NOT Transmit Credit Card Information Via E-mail or Web Registration Option- CALL IT IN**

Visa  Mastercard Card Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Cardholder Name (Print): \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

### Five Easy Ways to Register

**Fax** 404-651-9568

**Call** 404-651-8405

**E-mail** goap@bellsouth.net

**Web** www.georgiaoglethorpe.org

**Mail** Georgia Oglethorpe Award Process  
148 International Blvd, NE, Suite 650  
Atlanta, GA 30303

### Cancellation Policy

Registrations cancelled prior to Monday, March 4, 2002, will receive a full refund. A fee of \$100 applies to cancellations after March 4, 2002. Refunds cannot be provided after Monday, March 11, 2002. Substitutions are acceptable if you contact us by Friday, March 15, 2002.

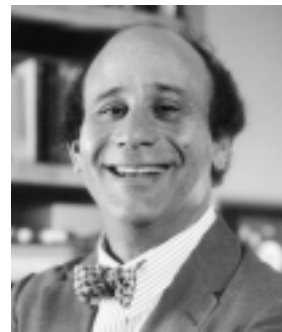
## Tuesday's Keynote Speaker

**Gary Anderson, Director of Operations, Heatcraft**  
**Formerly Plant Manager, Prestolite Wire Corporation – Tifton**  
**2000 Georgia Oglethorpe Award Recipient**

As Plant Manager of Prestolite Wire Corporation – Tifton, Gary led the organization to receive the 2000 Georgia Oglethorpe Award. He graduated Magna Cum Laude from Valdosta State University in 1997 after nearly 12 years of night school. He is currently the Director of Operations for Heatcraft – a Division of Lennox International. Gary, his wife, Tina, and son, Jesse, have lived in the South Georgia area for 13 years. His son is a Junior at Tift County High School and his wife is a full-time volunteer in the Tifton community.



## Tuesday's Emcee and Luncheon Speaker



**Timothy Mescon, Ph.D.**  
**Dean, Michael J. Coles College of Business**  
**Kennesaw State University**

Dr. Timothy Mescon is Dean of the Michael J. Coles College of Business at Kennesaw State University where he holds the Dinos Chair of Entrepreneurial Management. Through his leadership, the College has been recognized by *Success* magazine and *U.S. News and World Report* for having one of the nation's leading entrepreneurship programs. In 1998, the U.S. Association for Small Business & Entrepreneurship ranked Coles College as the number one entrepreneurship program in the nation. The Coles College also runs the nation's largest executive MBA programs.

Timothy has a Ph.D. from the University of Georgia, an MBA from Southern Methodist University and a BA from Tulane University. He has served on the faculties of Arizona State University and the University of Miami. In addition, he was a Visiting Lecturer at the University of Aston in Birmingham, England and at Nanjing University in China. He has also been a Visiting Fellow at The Hebrew University in Jerusalem.

## Reception Honoring the 2001 Georgia Oglethorpe Board of Examiners

Join us Tuesday evening to recognize members of the 2001 Georgia Oglethorpe Board of Examiners. These individuals volunteered their time and energy unselfishly to make the 2001 Georgia Oglethorpe assessment, feedback, and recognition cycle possible. This event will provide those considering the examiner experience the opportunity to discuss the benefits first hand with actual examiners. Everyone registered for the conference is invited and additional tickets may be purchased. Don't miss the fun!

### The Savannah Marriott Riverfront

**Make your room reservations now!**

Due to popular response, we are returning the conference to the Savannah Marriott Riverfront, which overlooks the Savannah River and adjoins the River Walk in historic downtown Savannah. A block of rooms at a special rate of **\$139.00 night single/double occupancy** will be held until **February 25, 2002**. Reservations thereafter will be based on availability.

Call Savannah Marriott Riverfront - 912-233-7722  
Mention the Georgia Oglethorpe Conference for our preferred rate.

**Dress for all events is Business/Business Casual!**

## Wednesday's Keynote Speaker

**Michael Thurmond**  
**Commissioner**  
**Georgia Department of Labor**

Michael Thurmond has enjoyed a distinguished career, including becoming the first African-American to be elected Georgia Labor Commissioner in 1998. In 1997, he became the distinguished practitioner/lecturer at the University of Georgia's Carl Vinson Institute of Government. In 1994, then Governor Zell Miller selected him to direct Georgia's historic transition from welfare to work. He created the innovative "Workfirst" program, which has helped over 90,000 welfare-dependent Georgia families move into the workforce, saving Georgia taxpayers over 200 million dollars.

In 1978, Michael was practicing law in Athens, Georgia and took an active role in the city's civic and political affairs. In 1986, he became the first African-American elected to the Georgia General Assembly from Clarke County since reconstruction. During his legislative tenure, Michael was the only African-American legislator elected from a majority white district.

The Commissioner was born in rural Clarke County, the youngest of nine children. He graduated Cum Laude with a BA in Philosophy and Religion from Paine College. He later earned his Juris Doctorate degree from the University of South Carolina School of Law. He also completed the political executives program at the John F. Kennedy School of Government at Harvard University.



## Awards Banquet Celebration

Always the highlight of our conference, this year's Awards banquet will be no exception as we honor a landmark...

### Four Georgia Oglethorpe Award Recipients!

- Turner Studios, a division of The Turner Entertainment Group, Atlanta
- Georgia Department of Defense, State of Georgia
- Stephens County Middle School, Eastanollee
- Facilities and Operations Division – Gwinnett County Public Schools, Lawrenceville

Individual banquet tickets may be purchased for additional guests.

To add to the excitement, Savannah's own Puppet People® will return with their brand of fun and antics. These eye-catching, life size puppets will provide a hand-clappin', toe-tappin' variety show cooked up Southern style, dished out with lots of humor and songs from Rock-and-Roll and Country to Broadway and Blues! Puppet People® is a group of professional puppeteers, singers, actors and artists who have taken the art of puppetry far beyond the realm of children's entertainment to create an exciting style of fun for all ages.



### CEU and Re-certification

Georgia Oglethorpe will be happy to provide documentation regarding an attendee's participation in the educational offerings provided at this conference.

**Visit our web site [www.georgiaoglethorpe.org](http://www.georgiaoglethorpe.org)**  
**to find our revised timetable for the 2002-2003 cycle.**

**Interested in sponsorship or exhibit opportunities at our conference?**  
**Contact Lisa Dasinger at 706-649-5075 or [ldasinge@tsys.com](mailto:ldasinge@tsys.com)**

**Dress for all events is Business/Business Casual!**

# CONCURRENT SESSION WORKSHOP MATRIX

Focus	Session A Tuesday, March 19 9:30 AM and 2:15 PM	Focus	Session B Tuesday, March 19 11:00 AM and 3:45 PM	Focus	Session C Wednesday, March 20 9:15 AM and 10:45 AM
System-wide Application of the Criteria	<b>A1 - Using the Georgia Oglethorpe Criteria to Address Strategic Operational Challenges</b> Jim Steele Chief Operations Officer, Facilities and Operations Division Gwinnett County Public Schools <i>2001 Georgia Oglethorpe Award Recipient</i> <i>Level: Intermediate</i>	System-wide Application of the Criteria	<b>B1 - ABC of Reform: About Building Capacity</b>  Dr. Allene H. Magill Superintendent Dalton City Schools  <i>Level: Intermediate</i>	System-wide Application of the Criteria	<b>C1 - The Journey to Baldrige</b>  Dr. Charles W. Sorensen Chancellor University of Wisconsin – Stout <i>2001 Baldrige Award Recipient</i> <i>Level: Advanced</i>
Leadership/Strategic Planning	<b>A2 - Closing the Gap: Focusing on Improvement Through Leadership</b> Brenda Kelley Principal Stephens County Middle School <i>2001 Georgia Oglethorpe Award Recipient</i> <i>Level: Advanced</i>	Leadership/Strategic Planning	<b>B2 - Strategic Planning Using Performance Measures for Alignment, Action, and Results</b> Mark Barlett, P.E. Acting Division Administrator Federal Highway Administration  <i>Level: Basic/Intermediate</i>	Leadership/Strategic Planning	<b>C2 - Deploying Strategic Objectives Throughout All Organizational Levels</b> Donny Brannen Strategic Business Manager Prestolite Wire Corporation – Tifton <i>2000 Georgia Oglethorpe Award Recipient</i> <i>Level: Advanced</i>
Customer & Market Focus	<b>A3 – The Recipe for Measuring and Improving Performance</b>  Dan Houser Global Quality Director Cabot Corporation  <i>Level: Intermediate</i>	Customer & Market Focus	<b>B3 – What's a Listening Post and Why Do I Need One?</b>  Paige Lillard, Director of Business Excellence Turner Entertainment Operations <i>2001 Georgia Oglethorpe Award Recipient</i>  <i>Level: Basic</i>	Customer & Market Focus	<b>C3 – What Customers Want To Know – What You Want To Know About Customers</b> Roger Carpenter Customer Service Manager Tennessee Valley Authority  <i>Level: Intermediate</i>
Results/Information & Analysis	<b>A4 - Managing Above the Bottom Line for Results</b>  Bradley Down General Manager & Assistant Vice President Excel Corporation – A Subsidiary of Cargill Inc.  <i>Level: Advanced</i>	Results/Information & Analysis	<b>B4 - A Tale of One City: Jacksonville's Path to Performance Excellence</b> John C. Kabat, CQE, CQA Quality Improvement Officer City of Jacksonville, Florida <i>2001 Florida Governor's Sterling Award Recipient</i> <i>Level: Basic</i>	Results/Information & Analysis	<b>C4 - Cool Stuff (Using Technology to Share Organizational Knowledge)</b> Dave Smith Director of Operations Support Hardin Construction Co., LLC  <i>Level: Advanced</i>
Human Resource Focus	<b>A5 – Culture – It's Not Just for Bacteria Anymore</b>  David Hawthorne Vice President of Human Resources Southern General Financial Group  <i>Level: Basic/Intermediate</i>	Human Resource Focus	<b>B5 - Creating a High Performance Work System Through People</b>  Ed Chamberlain Director of Workforce Development Georgia Department of Defense <i>2001 Georgia Oglethorpe Award Recipient</i> <i>Level: Intermediate/Advanced</i>	Human Resource Focus	<b>C5 - The Power of People: How Art and Science Combine to Drive Results</b> Mike Holmes Owner/Operator Chick-fil-A of Peachtree City  <i>Level: Basic</i>
Process Management	<b>A6 - Process Improvement in the Healthcare World</b> Barbara Palermo, CPHQ, CPUR Quality Improvement / Risk Management Georgia Cancer Specialists, PC Ray Perigard, Management Engineer Memorial Health University Medical Center <i>Level: Basic/Intermediate</i>	Process Management	<b>B6 – Six Sigma Success</b>  Rob Davis Senior Vice President, Operations and Quality NCR Corporation  <i>Level: Basic</i>	Process Management	<b>C6 - Supplier Scorecards: Improving Your Business By Improving Your Supply Chain's Performance</b> Eric P. Smith Manager of Supplier Performance and Development Delta Air Lines, Inc. – Technical Operations <i>1999 Georgia Oglethorpe Award Recipient</i> <i>Level: Intermediate</i>
Personal Improvement	<b>A7 - Foundations for Affecting Positive Change in Your Organization, Relationship, and Personal Life</b> Dr. Jonathan Krispin Human Factors Specialist / Organizational Psychologist Prestolite Wire Corporation - Tifton <i>2000 Georgia Oglethorpe Award Recipient</i> <i>Level: Advanced</i>	Personal Improvement	<b>B7 - Facilitating 4 Results – Making Meetings Work 4 You!</b>  George F. Smith, CPF Professional Facilitator Facilitator4Hire, Inc.  <i>Level: Basic</i>	Personal Improvement	<b>C7 - Developing as Leaders: Inspiring Personal, Professional and Organizational Growth</b> Kent Hill Project Director The Pacific Institute  <i>Level: Basic</i>
Georgia Oglethorpe	<b>A8 - How to Engage Your Organization in Using the Criteria for Performance Excellence</b> Members of the Georgia Oglethorpe Board of Examiners Georgia Oglethorpe Award Process, Inc.  <i>Level: Basic</i>	Georgia Oglethorpe	<b>B8 - Improving Your Organization's Performance Using the Criteria for Performance Excellence</b> Members of the Georgia Oglethorpe Board of Examiners Georgia Oglethorpe Award Process, Inc.  <i>Level: Basic</i>	Georgia Oglethorpe	<b>C8 - Adding the Board of Examiners Experience to Your Toolbox</b>  Members of the Georgia Oglethorpe Board of Examiners Georgia Oglethorpe Award Process, Inc.  <i>Level: Basic</i>