



# 2009 PERFORMANCE EXCELLENCE FALL TRAINING SESSION DESCRIPTIONS

## [Lean Office—Through Eliminating Paperwork](#)

Workshop will cover in-depth detail and will also provide direction for starting new Lean Office projects which can significantly improve your organization's profitability. Presented in conjunction with Chicago Manufacturing Center

**Course Date:** Thursday—June 18, 2009  
**Time:** 8:30AM-4:30PM  
**Trainer:** Michael Shuck

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## [Lean Manufacturing—Through Continuous Improvement](#)

Overview will demonstrate the systematic approach to identifying and eliminating the eight types of waste, through continuous improvement by product flow and service at the customer's pull, while pursuing perfection. Presented in conjunction with Chicago Manufacturing Center

**Course Date:** Wednesday—July 15, 2009  
**Time:** 8:30AM-4:30PM  
**Trainer:** Michael Shuck

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## [♦ New! Fact Based Management: How World Class Organizations Use Measurement to Achieve Excellence](#)

This new course will look at how best-in-class organizations have gotten that way using measurement techniques to increase their bottom lines.

**Course Date:** Tuesday—September 22, 2009  
**Time:** 8:30AM-4:30PM  
**Trainer:** Joe Kilbride

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## [♦ New! Communication Refreshing © & Cut Your Meeting Time in Half](#)

This workshop was ranked as the most useful session at the 2007 annual National ASQ Audit Conference. The focus will be in cutting your meeting time in half and increasing your organization's productivity

**Course Date:** Wednesday—September 23, 2009  
**Time:** 8:30AM-4:30PM  
**Trainers:** Margaret Dospiljulian and Colleen McFarland

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## [Six Sigma—Profitability Growth Through Quality Improvement](#)

Six Sigma is a disciplined and proven approach for improving business performance. The term "Six Sigma" is derived from a field of statistics known as process capability studies. Originally, it referred to the ability of manufacturing processes to produce a very high proportion of output within specification. The particulars of the methodology were first formulated at Motorola in 1986 based on the work of pioneers such as Deming, Juran, Ishikawa, Taguchi and others. Presented in conjunction with Chicago Manufacturing Center

**Course Date:** Thursday—September 24, 2009  
**Time:** 8:30AM-4:30PM  
**Trainer:** Praveen Gupta

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## [♦ New! Podcast—The New IT in Communications](#)

Don't be left behind in making your internal and external communications more effectively and timely. You will learn how to get podcasts working for your organization. You will help create an actual podcast during this workshop.

**Course Date:** Tuesday—October 6, 2009  
**Time:** 8:30AM-4:30PM  
**Trainer:** Margaret Dospiljulian and Colleen McFarland

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## [Champions for Excellence](#)

A two-day workshop to develop knowledge and skills on how to utilize the criteria for The Lincoln Foundation and Baldrige Nat'l Quality Award Program. Implement and evaluate productivity improvement at the level of a Lincoln Foundation examiner.

**Course Date:** Wednesday & Thursday—October 7 & 8, 2009  
**Time:** 8:30AM—4:30PM  
**Trainer:** Joe Kilbride

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## [Profitable Growth—Through Innovative Marketing](#)

Participants will undertake exercises designed to help them see how the process can create ideas for growth and quickly get through a process of data collection that can reduce risk of proceeding by providing facts on the potential death threats to the growth ideas. Presented in conjunction with Chicago Manufacturing Center.

**Course Date:** Thursday—October 22, 2009  
**Time:** 8:30AM—4:30PM  
**Trainer:** Dileep Thatte

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## [Application Readiness: Are You Ready to Write a Lincoln/Baldrige Application?](#)

Participants learn to evaluate your organization's readiness to prepare and application, how to capture their current levels of performance and learn some next steps for improvement. Hands-on materials will be provided to help attain practical knowledge to guide your organization in determining where it fits into the Lincoln Award process.

**Course Date:** Wednesday—October 28, 2009  
**Time:** 8:30AM—4:30PM  
**Trainer:** Joe Kilbride

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## [♦ New! Project Management and Delegation](#)

During these difficult economic times, strong project management is difficult when you are simultaneously dealing with having less people to do more work, needing to be more innovative, and reducing costs. This interactive workshop is for anyone who manages projects and wants to implement best practices. Project status reporting templates will be introduced.

**Course Date:** Tuesday—November 3, 2009  
**Time:** 8:30AM—4:30PM  
**Trainers:** Margaret Dospiljulian and Colleen McFarland

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# 2009 PERFORMANCE EXCELLENCE FALL TRAINING SESSION DESCRIPTIONS

## World Class Competitive Benchmarking

Participants will undertake exercises designed to give them a sense of what a company's executive team might experience when undertaking a World Class Benchmarking initiative. Presented in conjunction with Chicago Manufacturing Center.

Course Date: Thursday—November 5, 2009  
Time: 8:30AM-4:30PM  
Trainer: Alistair Stewart

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## Skills to Help Write An Application

This workshop provides your organization the opportunity to further understand the Lincoln Award, the application process, and the Baldrige Criteria. It will assist your organization in getting started on writing an application, evaluating where you are in the organizational process, with tips and examples on how to get the most out of your application, and understanding key points of the criteria in relationship to your organization. This workshop allows you to obtain guidance from an experienced examiner. The award level system will also be reviewed. This workshop is highly recommended for all applicants.

Course Date: Thursday—November 10, 2009  
Time: 8:30AM-4:30PM  
Trainer: Joe Kilbride

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## Situational Leadership

This popular one day seminar is designed to improve employee performance and help leaders, both seasoned or new to the position, understand the demands that are being placed on them in today's business environment.

Course Date: Wednesday—November 18, 2009  
Time: 8:30AM-4:30PM  
Trainer: Paul Kuchuris

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## ♦ New! Supply Chain

Are you managing your vendors, suppliers and dealers or are they managing you? Spend the day learning about how to gain the most from your external business relationships.

Course Date: Tuesday—December 8, 2009  
Time: 8:30AM-4:30PM  
Trainer: Margaret Dospiljulian

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## Skills to Help Write An Application

This workshop provides your organization the opportunity to further understand the Lincoln Award, the application process, and the Baldrige Criteria. It will assist your organization in getting started on writing an application, evaluating where you are in the organizational process, with tips and examples on how to get the most out of your application, and understanding key points of the criteria in relationship to your organization. This workshop allows you to obtain guidance from an experienced examiner. The award level system will also be reviewed. This workshop is highly recommended for all applicants.

Course Date: Wednesday—December 9, 2009  
Time: 8:30AM-4:30PM  
Trainer: Margaret Dospiljulian

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## ▶ WEBINAR TRAINING SCHEDULE ◀

Webinars are 12 Noon —1:00 PM Central Time Unless Otherwise Stated

### Lean Manufacturing—Through Continuous Improvement (in partnership with Chicago Manufacturing Center)

Webinar Date: Thursday—July 9, 2009  
Trainer: Michael Shuck

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### Baldrige Criteria—Category 4: Measurement/Scorecard

Webinar Date: Thursday—July 16, 2009  
Trainer: Joe Kilbride

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### Baldrige Criteria—Category 5: Human Resource/Workforce

Webinar Date: Thursday—August 20, 2009  
Trainer: Joe Kilbride

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### Six Sigma—Profitability Growth Through Quality Improvement (in partnership with Chicago Manufacturing Center)

Webinar Date: Thursday—September 3, 2009  
Trainer: Praveen Gupta

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### Baldrige Criteria—Category 6: Process Management

Webinar Date: Thursday—September 17, 2009  
Trainer: Joe Kilbride

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### Profitable Growth—Through Innovative Marketing

Webinar Date: Thursday—October 1, 2009  
Trainer: Dileep Thatte

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### ♦ New! 21st Century Data Collection

Webinar Date: Thursday—October 8, 2009  
Webinar Time: 12 Noon—1:30 Central Time  
Trainer: Margaret Dospiljulian & Colleen McFarland

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### Baldrige Criteria—Category 7: Results

Webinar Date: Thursday—October 15, 2009  
Trainer: Joe Kilbride

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# 2009 FALL REGISTRATION FORM

## PERFORMANCE EXCELLENCE TRAINING PROGRAMS

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ E-mail \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

**Please check the workshop (s) you are interested in attending and fax back to us at: (630) 579-1620 or register directly online at [www.lincolnaward.org](http://www.lincolnaward.org) Submit a completed form for each participant registering.**

\*Please contact Debbie Hasse, Director of Education and Training with any questions you may have or with any ideas for session topics for future training. Ph. 630-637-1595 ext. 1 or [dhasse@lincolnaward.org](mailto:dhasse@lincolnaward.org)

	COURSE	DATES	COST
<input type="checkbox"/>	*Lean Manufacturing—Through Continuous Improvement	July 15	\$250 Each
<input type="checkbox"/>	<b>NEW</b> Fact Based Management: Measurement to Achieve Excellence	September 22	\$250 Each
<input type="checkbox"/>	<b>NEW</b> Communication Refreshing© & Cut Your Meeting Time in Half	September 23	\$250 Each
<input type="checkbox"/>	*Six Sigma—Profitability Growth Through Quality Improvement	September 24	\$250 Each
<input type="checkbox"/>	<b>NEW</b> Podcast—The New IT in Communications	October 6	\$250 Each
<input type="checkbox"/>	Champions for Excellence	October 7 & 8	\$500 Each
<input type="checkbox"/>	*Profitable Growth—Innovative Marketing	October 22	\$250 Each
<input type="checkbox"/>	Application Readiness: Are We Ready to Write An Application?	October 28	\$250 Each
<input type="checkbox"/>	<b>NEW</b> Project Management and Delegation	November 3	\$250 Each
<input type="checkbox"/>	*World Class Competitive Benchmarking	November 5	\$250 Each
<input type="checkbox"/>	Skills To Help Write An Application	November 10	\$250 Each
<input type="checkbox"/>	Situational Leadership	November 18	\$250 Each
<input type="checkbox"/>	<b>NEW</b> Supply Chain	December 8	\$250 Each
<input type="checkbox"/>	Skills To Help Write An Application	December 9	\$250 Each
*****	***** <b>WEBINAR TRAINING</b> *****	*****	*****
<input type="checkbox"/>	*Lean Manufacturing—Through Continuous Improvement	July 9	\$50 Each
<input type="checkbox"/>	Baldrige Criteria—Category 4: Measurement/Scorecard	July 16	\$50 Each
<input type="checkbox"/>	Baldrige Criteria—Category 5: Human Resource/Workforce	August 20	\$50 Each
<input type="checkbox"/>	*Six Sigma—Profitability Growth Through Quality Improvement	September 3	\$50 Each
<input type="checkbox"/>	Baldrige Criteria—Category 6: Process Management	September 17	\$50 Each
<input type="checkbox"/>	*Profitable Growth—Through Innovative Marketing	October 1	\$50 Each
<input type="checkbox"/>	21st Century Data Collection	October 8	\$99 Each
<input type="checkbox"/>	Baldrige Criteria—Category 7: Results	October 15	\$50 Each

\* Presented in partnership with Chicago Manufacturing Center



# 2009 FALL REGISTRATION FORM

PERFORMANCE EXCELLENCE TRAINING PROGRAMS

## ADDITIONAL TRAINING OPTIONS ALSO AVAILABLE

### CUSTOMIZED TRAINING

The Lincoln Foundation can also customize training specifically for your organization. Some of the programs your organization may want to hold at your location include: *Strategic Planning, Visionary Leadership, Managing and Accelerating Change, Communication Skills, Teamwork Skills, Problem Solving Skills, Valuing Workplace Diversity, and Preventing Workplace Violence.* Contact Debbie Hasse, Director of Training and Education, at 630.637.1595 Ext. 1 or [dhasse@lincolnaward.org](mailto:dhasse@lincolnaward.org) to learn how these programs can be delivered to your staff at your location

### BALDRIGE EXPRESS :

**AN INTERNET-BASED ASSESSMENT PROCESS OFFERED EXCLUSIVELY BY THE LINCOLN FOUNDATION WILL HELP YOU DISCOVER WHY SO MANY ORGANIZATIONS ARE MEASURING THEIR PERFORMANCE ACCORDING TO THE PERFORMANCE EXCELLENCE CRITERIA.**

**To try an e-demo of the survey visit the Baldrige Express website at [www.performanceexcellence.com](http://www.performanceexcellence.com).**

**THE LINCOLN FOUNDATION ALSO DELIVERS TIME SAVING ONE-HOUR WEBINARS ON THE BALDRIGE CRITERIA. WEBINARS ARE MONTHLY AND FACILITATED BY JOE KILBRIDE, KILBRIDE CONSULTING, INC. THE CURRENT SCHEDULE CAN BE ACCESSED ON-LINE AT [WWW.LINCOLNAWARD.ORG](http://WWW.LINCOLNAWARD.ORG) CLICK ON TRAINING OPPORTUNITIES.**

Registration deadline is 7 days prior to workshop. Continental breakfast, lunch and other refreshments are provided. Sessions are subject to cancellation if fewer than 10 people register. All sessions will be in our **Naperville** location unless otherwise specified. Address: Tellabs, Inc., 1415 W. Diehl Rd., Naperville IL, 60563

### PAYMENT INFORMATION

**Please note that amount due is the total training cost per person.**

Total Amount Due: \_\_\_\_\_

Payment Method:  Check enclosed  Invoice PO # \_\_\_\_\_

Credit Card :  Visa  MasterCard  American Express

Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name on Card: \_\_\_\_\_

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

#### **COMPLETE AND SUBMIT THIS FORM TO:**

The Lincoln Foundation  
1415 W. Diehl Road, MS 514  
Naperville, IL 60563

**fax** (630) 579-1620  
or e-mail above information to:  
[info@lincolnaward.org](mailto:info@lincolnaward.org)

*Payment must be received in advance.*

*Refunds will be given with a 7 day  
cancellation notice.*

**QUESTIONS? CALL THE LINCOLN  
FOUNDATION AT (630) 637-1595 EXT 1.**

REMEMBER TO CHECK THE  
WEBSITE FREQUENTLY FOR  
NEW SESSIONS, RESOURCES  
AND OTHER NECESSARY  
INFORMATION AT  
[WWW.LINCOLNAWARD.ORG](http://WWW.LINCOLNAWARD.ORG)