



2020 SPQA Forum Advanced Agenda Excellence in Extraordinary Times

Wednesday, November 18th				
9:00 – 10:00	Overview: SPQA Pathways and Discovery Program	Baldrige Performance Excellence Program (BPEP) National Program Updates		SPQA Examiner Information Session
10:00 – 11:00	2020 National Baldrige Recognition Winner: <i>Howard Community College</i>			
11:00 – 12:00	2020 SPQA Award Ceremony and Examiner Recognition			
12:00 – 1:00	Break for Lunch			
1:00 – 2:00	2019 National Baldrige Recognition Winner: <i>Center for Organ Recovery and Education (CORE)</i>			
2:00 – 3:00	2019 Baldrige Recognition Winner: <i>Adventist Health White Memorial</i>	2020 SPQA Discovery Applicant: <i>Alexandria Parks and Recs</i>	2019 Baldrige Recognition Winner: <i>City of Germantown, TN</i>	SPQA Award Recipient: <i>Virginia Hospital Health Association (VHHA)</i>
3:00 – 4:00	Greater Baltimore Medical Center: <i>Leadership Focus</i>	<i>McClaskey Excellence Institute:</i> <i>Making Customer Focus the Center of Your Business Success</i>	Community of Excellence 2026	SPQA Award Recipient: <i>Federal Facilities Department (FFD) - Pentagon</i>