

Bio – Kay Kendall

Kay Kendall spent more than 20 years as a quality executive leading large-scale change initiatives across diverse industries. As CEO of BaldrigeCoach, she currently works with organizations on their journey toward Performance Excellence. Kay served on the Panel of Judges for the Malcolm Baldrige National Quality Program for 3 years. She continues as an Alumni and trains other Baldrige examiners. She served for five years as a Master Examiner and team leader for the AHCA/NCAL Quality Award Program. She is a Judge for PiPEX, the Baldrige-based program serving Massachusetts, New York, Connecticut, and Rhode Island.

Bio – Glenn Bodinson

Glenn Bodinson, FACHE, founded BaldrigeCoach in 1989 to help organizations become more productive, profitable, and fun places to work through the power of Performance Excellence. Glenn's experience includes service as a Malcolm Baldrige Senior Examiner. He served six years as a Master Examiner and team leader for the AHCA/NCAL National Quality Award Program. Glenn is a Fellow of the American College of Healthcare Executives (FACHE).

BaldrigeCoach has worked with 35 organizations winning their state's top level award and has worked with 19 organizations that have received the prestigious Malcolm Baldrige Quality Award. BaldrigeCoach has had the privilege of working with 12 AHCA/NCAL Gold Award recipients, 30 Silver Award recipients, and 20 Bronze Award recipients. Kay and Glenn's books, *The Executive Guide to Understanding and Implementing Baldrige in Healthcare: Evidence-Based Excellence*[®] and *Leading the Malcolm Baldrige Way: How World-Class Leaders Align Their Organizations to Deliver Exceptional Results* are available at Amazon.com.



Presentation Title:

Benchmarking: Tips for Finding Relevant Comparative Data

Many organizations struggle finding relevant comparisons for key metrics to allow them to assess how well they are performing. And many organizations struggle similarly when trying to prepare award applications where comparative data plays a significant factor in higher scoring results. Learn tips to find relevant comparative data from some unexpected sources!

Presentation Title:

Baldrige Award Winning Leadership and Employee Engagement

In conducting research for their latest book, Kay Kendall and Glenn Bodinson interviewed more than 50 executives from more than 30 Baldrige or Baldrige-based award winning organizations of all sizes and across all sectors. This session will feature these leaders' insights for aligning their employees with the vision, mission, and values of the organization to enable them to achieve exceptional results. In addition, Kay and Glenn will share some of the lessons learned from these leaders along their performance excellence journey.