

OPE TODAY

SPRING 2010



◆ 2010 Award Recipients Announced

- Outstanding performance practices achieved by Ohio organizations.

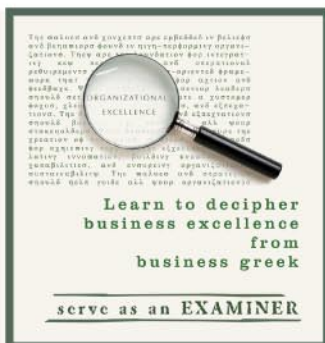


◆ OPE Welcomes New Board Members

- Major General Gregory Wayt, The Adjutant General, Ohio Army National Guard and Greg Holler, VP and Facility Manager, Cargill Corn Milling are now on the Board.

How to Write a Baldrige/OPE Application

One-day workshop is available for organizations interested in learning how to write an OPE or Baldrige application: presented by Billie Jo David, Summit County Board of Developmental Disabilities, June 16, 9-4 at Definity Partners, Westerville



◆ 2010 Call for Examiners

- New opportunities for those who wish to grow and develop their professional acumen as Examiners with OPE

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Dear Friends of OPE,

Congratulations to the 2010 Ohio Award for Excellence recipients! I am pleased to have had the pleasure to work with these applicants as they continue to improve their organizations. Congratulations to our newest award recipients - Kettering Health Network, Ohio Army National Guard, The Toledo Hospital and Toledo Children's Hospital. Please join me at the OPE Conference on September 20 & 21 to honor these organizations. This year is particularly exciting for OPE because we have Kettering Health Network receiving the Platinum Level Award – the Governor's Award for Excellence. Plans are underway for the Governor to present The Award at a special ceremony soon.

I recently attended the national Quest for Excellence Conference of the Malcolm Baldrige National Quality Award program and was inspired by the presenters and learned many best performance management practices. I am pleased to announce that OPE's Quest for Success Conference will feature three of the 2009 Malcolm Baldrige National Quality Award recipients - Heartland Health, Midway USA and VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center. This year's conference theme is "Aligning Forces for Excellence" and will start with a golf outing and silent auction on Sunday, September 19th. Please plan on joining us at the conference to learn from the national and state leaders. I look forward to seeing you there!

OPE continues to assist new organizations who want to start the Baldrige journey through the Advising and Partnering Levels. Please encourage other organizations to get involved with OPE and use the Baldrige Criteria for Performance Excellence to improve and sustain results. Enjoy this edition of our newsletter and join us for the upcoming conference and learning opportunities. Remember, OPE is Building a Better Ohio, One Region, One Community, One Organization at a Time!

Cordially,



Elaine D. Edgar, Ph.D.
Executive Director

The Ohio Partnership for Excellence is proud to announce the award recipients for 2010.

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Announcement of 2010 Awards

Platinum Level - Governor's Award for Excellence

◆ **Kettering Health Network**



Kettering Health Network

Gold Level - Achievement of Excellence

◆ **Ohio Army National Guard**



Ohio Army National Guard

Silver Level - Commitment to Excellence

◆ **The Toledo Hospital**



Toledo Hospital

◆ **Toledo Children's Hospital**



Toledo Children's Hospital

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Cherry Valley Lodge



Cherry Valley Lodge features beautiful landscaped property with secluded paths and attractive locations inviting you to relax and take in the natural beauty of the grounds.

Quest for Success Conference:

Join Your Colleagues at Cherry Valley Lodge Resort, Newark, Ohio, September 20 - 21, 2010

Network, Learn and Grow from nationally recognized speakers at the Quest for Success Conference.

To learn best practices from others and celebrate your quality journey, please plan to join the OPE community at our annual Quest for Success Conference on September 20 & 21 at Cherry Valley Lodge in Newark, OH. The Conference will be featuring presentations by 2009 Malcolm Baldrige National Quality Award recipients.

OPE applicants will be recognized and receive their awards at dinner on Monday, September 20th. Lowell Kruse, CEO (recently retired) from Heartland Health, St. Joseph, MO, will be our featured speaker at dinner describing their journey as a 2009 Baldrige Award Recipient.

Visit our website: www.partnershipohio.org in the coming months for more information on the conference and register on-line.

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OPE Welcomes New Board Members

Greg Holler, P.E., was named Assistant Vice President and Facility Manager of Cargill's Corn Milling North America, Dayton, Ohio location in 2006, overseeing all aspects of the corn processing business activities there: personal safety, food safety, environmental conformance, business excellence, operations, quality assurance, customer satisfaction, and financial accountability. Greg's responsibilities include the leadership of a team of approximately 300 employees and 150 contractors and the oversight of approximately \$280,000,000 in assets in the service of Cargill's customers. Cargill Corn Milling North America, with headquarters in Minneapolis, received the Baldrige Award - Manufacturing in 2008.



Greg Holler
Assistant Vice-President
and Facility Manager



■ Major General Gregory Wayt assumed the duties as The Adjutant General, Joint Force Headquarters - Ohio on July 1, 2004. He is a member of the Governor's cabinet and is responsible for the command of the Ohio National Guard and the military readiness of the Ohio Militia, totaling more than 16,000 personnel. General Wayt supervises four flag officer heads of these components and four deputy directors in the day-to-day operation and management of the readiness, fiscal, personnel, equipment, and real property resources of the agency.

Major General Gregory Wayt
The Adjutant General, Joint Force Headquarters
Ohio Army National Guard

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How to Write a Baldrige/OPE Application

Wednesday, June 16, 9:00-4:00
 Definity Partners, 501 W. Schrock Road,
 Westerville, OH 43081



Billie Jo David

“This was a great session - would be great for all applicants to attend.”

“Excellent teacher; very knowledgeable.”

“Awesome price!”

■ OPE is pleased to offer a one-day training for those organizations interested in learning how to write an OPE or Baldrige application. The date and location of the event: Wednesday, June 16, 9:00-4:00 at Definity Partners, 501 W. Schrock Road, Westerville, OH 43081.

■ Billie Jo David, Summit County Board of Developmental Disabilities, will present the workshop. Billie Jo has been an OPE volunteer for many years and has experience writing applications, serving as an OPE Examiner, and serving as a national Baldrige Examiner.

■ The agenda will cover how and why to use the Baldrige assessment process, the basics of the Criteria, gathering information to write the application, who should be involved, how to organize the application, and what to submit to OPE or to the Baldrige National Quality Program.

Thank you to Rich Cary, OPE Conference Committee volunteer, for arranging the training location at Definity Partners.

Registration Info:

Fee \$150/participant

Register Now! *Space is limited!*

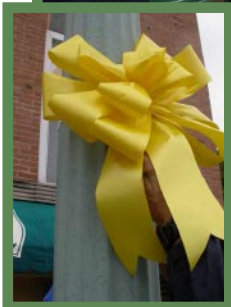
Contact Tracy Messana: tracy@partnershipohio.org
 phone: 614-441-8337 / 893-0006.

Credit Cards/Checks accepted; Invoices Available

Ron Burkhart serving our country overseas in Iraq

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Ron Burkhart is a Senior Quality Engineer employed by Gyrus ACMI (an Olympus Company) in Norwalk Ohio. Ron joined the OPE family in mid-2009 after learning of the organization from Elaine Edgar at a regional ASQ meeting in Elyria, OH. Ron applied to be an OPE examiner this past cycle and attended New Examiner Orientation last October. He has been instrumental in coordinating Gyrus' Organizational Profile submission as part of the Advising & Partnering process and has continued the push towards a full application in the near future.

Ron has just recently been deployed to Iraq with the 200th RED HORSE Air National Guard unit based out of Mansfield. Ron has been in the Air Force and a guard member for 28 years. He has previously been on deployment to Afghanistan in 2002 and Iraq in 2004 - 2005.

Please join the entire OPE community in wishing Ron a safe and productive deployment while serving our country and the citizens of Ohio!



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Quest for Success: Decoding the Baldrige Criteria

This post-conference lunch & learn will be presented by Eric Franks, PRO-TEC Coating Company, from 12:15-2:30 on Tuesday, September 21, at Cherry Valley Lodge.

Eric is entering his 6th year as a Baldrige National examiner. He has been a longtime OPE examiner and volunteer and has written applications at both the state and national levels. He will share his expertise, showing participants how to de-code the Criteria and take the next steps toward becoming OPE applicants or OPE examiners.

Watch for conference registration materials on the OPE website soon to register for this session.



Eric Franks
PRO-TEC Coating Company

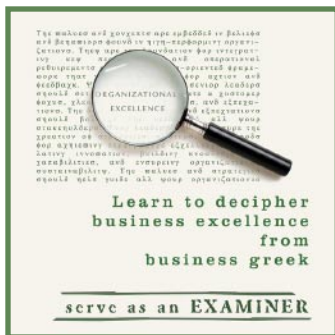


OPE Executive Director Presents Keynote at ASQ

OPE was well-represented at the annual American Society for Quality (ASQ) Columbus Chapter spring conference in April. Executive Director Elaine Edgar was invited to present the keynote. Her remarks: “OPE - How to Achieve and Maintain Performance Excellence using the Baldrige Criteria” described OPE’s 10-year history and association with the Baldrige National Quality Program, OPE’s annual examining and award cycle, and the benefits of partnering with OPE to get results.

Tom Baldrick, CEO of Quality Leadership LLC, and longtime OPE examiner, and current OPE Board of Trustees member, also presented; his afternoon session was entitled “Implementing Performance Excellence - How Do We Start?”

Thank you, ASQ, for the opportunity to share OPE’s story.



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Become an Examiner! (continued)

A one-day New Examiner Orientation is required for all new examiners. The session will be held Wednesday, Oct. 13, at Definity Partners, Westerville.

The class will cover the following: overview of the OPE examining process and cycle, a review of the Criteria - Item by Item, and a review of the pre-work packet.

The fee is \$75.

Watch for registration details on the OPE website: www.partnershipohio.org

Returning examiners (from the 2009-10 cycle) may also register for the class and will be seated, space permitting.

Registration for examiners returning from the 09-10 cycle is complimentary.

All others are considered new applicants.

EXAMINER TRAINING SCHEDULE: FALL 2010

- New Examiner Orientation
Oct. 13, 9:00-5:00, Definity Partners, Westerville
- Examiner Training
Nov. 30-Dec. 1, 8:30-5:00, Northwest Ohio, Blanchard Valley Health System, Findlay
- Examiner Training
Dec. 2-3, Southwest Ohio, 8:30-4:30, The Christ Hospital, Cincinnati
- Examiner Training
Dec. 8-9, 8:30-5:00, Central Ohio, Ohio Civil Service Employees Assn., Westerville
- Examiner Training
Dec. 8-9, 8:30-5:00, Northeast Ohio, Plain Local Schools, Canton

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EATON celebrates success with help from OPE!

In February, Eaton North American Financial Services Center was the proud recipient of Eaton's highest award for excellence: Eaton Business Excellence (EBE) Award. Each year, Eaton businesses or global corporate functions that complete the Eaton Business Excellence assessment, based on the Baldrige process, are considered for the EBE Award.



Eaton Financial Services Center Leadership Team (l to r)
Linda Lynch - Vice President Financial Shared Services of the Americas;
Marianne Buchko - Senior Manager Employee Process Team;
Linda Petro - Human Resources Manager;
Tracy Evans - Senior Manager Business Excellence;
Laurie Krauss – Director, Global Supplier Process; and
Jill Donais – Director, Information Process Team

In her remarks following the presentation, Linda Lynch, Vice President Financial Shared Services of the Americas, prominently thanked OPE for the learning and improvement opportunity: “I would also like to thank Elaine Edgar and the Ohio Partnership for Excellence. When we ask ourselves ‘How did we get to this point of winning the EBE award?’ OPE helped us get here.”

Eaton NAFSC was an OPE Gold Level “Achievement of Excellence” Award recipient in 2008 and has several employees who are current or past OPE examiners including Tracy Evans and Susan Frollo. Eaton CEO, Sandy Cutler, personally presented the award and spoke at the luncheon. Congratulations Eaton NAFSC!



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Community

Thank you to the Examiner Teams, Leaders, Assistants, and Coaches for the hours of work contributed to the review and assessment of this year's applicants.

Highlighting recent Volunteer efforts

Team Leaders:

Judi Church, Kettering Medical Center / **Billie Jo David**, Summit County Board of Developmental Disabilities
Susan Frollo, Eaton Corporation / **Carol Roche**, Roche Consulting

Assistant Team Leaders:

Mike Beyer, Siemens PLM Software; **Karen Borgert**, Grandview Medical Center; **Kathy Janini**, Hattie Larlham;
Faith Kittoe, Plain Local School District; **Bill Kose**, Blanchard Valley Health System; **John Newman**, Ford Motor
 Company; **Chris Ward**, The University of Findlay; **Kelly Wood**, Summit County Board of Developmental Disabilities

Examiners:

James Bayman, Blanchard Valley Health System; **Ben Brace**, ReMax Elite Service; **Scott Brown**, Battelle Memorial Institute; **Valerie Cook**, ProMedica Health System; **Deb Crawford**, Deborah A. Crawford Consulting, LLC;
Tim Crowley, The Christ Hospital; **Duane Dukles**, The Nord Center; **Carla Dunsmoor**, Flower Hospital; **Linda Emerine**, Fostoria Community Hospital; **Steve Gemperline**, FFR-DSI, Inc.; **Katie Haldeman**, Riverside Methodist Hospital; **Carol Herrick**, B3 Associates, Ltd.; **Terry Jacobs**, Flower Hospital; **Vinita Kamath**, The Christ Hospital; **Steve Kimmet**, Gyrus ACMI; **Amanda Koch**, Greene Memorial Hospital; **Stephanie Kula**, U.S. Geological Survey; **Steve Long**, Mid East Ohio Regional Council; **Belinda Mallett**, Grandview Medical Center; **Barb Markland**, Plain Local School District; **George McAfee**, Marathon Oil Company; **Linda McCall**, Grandview Medical Center; **Deb Nicodemo**, Plain Local School District; **Tara Nicodemus**, Mid East Ohio Regional Council; **Bob Pisano**, Fairfield Medical Center; **Laura Rafeld**, Samaritan Regional Health System; **Jeanette Schroeder**, The Nord Center; **Sandy Shutt**, Blanchard Valley Health System; **Lisa Sikkenga**, Best Upon Request; **Regina Troxell**, The Christ Hospital; **Brad Vine**, Blanchard Valley Health System; **Joyce Wasela**, The Nord Center; **Mendy Williams**, Greene Memorial Hospital

Team Coaches:

Tom Baldrick, Quality Leadership, LLC; **Michael Bowman**, Holzer Medical Center; **Barb O'Malley**, University of Akron; and **Bill Osburn**, Battelle Memorial Institute

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Calendar 2010

June 1	Examiner Applications Available online
June 16	How to Write a Baldrige/OPE Application workshop 9AM-4PM, Westerville (see article in this issue)
Sept. 19	OPE Golf Classic, Granville Golf Course
Sept. 19	Silent Auction and Reception, Cherry Valley Lodge, Newark
Sept. 20-21	OPE 11th Annual Conference; registration available online
Sept. 21	Decoding the Baldrige Criteria Workshop 12:15-2:30 PM, Cherry Valley Lodge, Newark (see article in this issue)
Oct. 1	Examiner Applications Due
Oct. 1	Intent-to-Apply Due
Oct. 13	New Examiner Orientation
Nov. 30-Dec. 1	Examiner Training, Northwest Ohio
Dec. 2-3	Examiner Training, Southwest Ohio
Dec. 8-9	Examiner Training, Central Ohio
Dec. 8-9	Examiner Training, Northeast Ohio
Dec. 15	Full Applications Due

Calendar 2011

Jan. 5 (snow date Jan. 7)	Team Leader/Assistant Team Leader Training, Battelle, Dublin
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Links

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[Air National Guard - 200th Red Horse Division](#)
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[ASQ](#)
[PRO-TEC](#)
[EATON](#)
[Cargill](#)
[Cherry Valley Lodge](#)