



20th

A Wealth of Quality

20 Years of Excellence in Virginia

U.S. Senate Productivity & Quality Award for Virginia Medallion and ACE Recipients 1983 - 2003

1983 Norfolk Naval Shipyard, Portsmouth - Philip Morris USA, Richmond 1984 Babcock and Wilcox, Lynchburg - ComSonics, Inc., Harrisonburg 1985 Maid Bess Corporation, Salem - Telenet Communications Corp (Sprint International), Reston 1986 Ingersol-Rand Co., Roanoke 1987 Bristol Compressors, Inc., Bristol - Henrico County Public Schools, Richmond 1988 Atlantic Research Corp., Gainesville - Naval Aviation Depot, Norfolk - New River Community College, Dublin - Shenandoah Life Insurance Company, Roanoke 1989 Norfolk Naval Shipyard, Portsmouth/ACE - Abex Corporation-Friction Products Division, Winchester - Southwest Virginia Enterprise, Wytheville - Tactical Air Command, Langley Air Force Base, Langley 1990 ComSonics, Inc., Harrisonburg/ACE - ITT Electro-Optical Products Division, Roanoke - Engineers and Surveyors Institute, Fairfax - Naval Seal Support Center, Atlantic, Portsmouth - Paul D. Camp Community College, Franklin 1991 TRW Systems Division, Fairfax/ACE - IBM Corporation, Federal Systems, Manassas - Independent Container Line, Richmond - Social Security Administration, Farmville - Hanover County Public Schools, Ashland 1992 Dana Corporation, Spicer Axle Division, Buena Vista - Sentara Health System, Norfolk Clark County Public Schools, Berryville 1993 Air Combat Command, Langley Air Force Base, Langley/ACE - Canon Virginia, Inc., Newport News - Danville Public Schools, Danville - Naval Audit Service, Falls Church - Sara Lee Knit Products, Galax - Town of Blacksburg, Blacksburg 1994 Chesterfield County, Chesterfield - Georgia-Pacific Corp., Skippers - Plow and Hearth, Madison - Portsmouth Public Schools, Portsmouth - U.S. Coast Guard Finance Center, Chesapeake 1995 Independent Container Line Ltd., Richmond/ACE - Defense Supply Center, Richmond - Siemens Automotive, Induction, Fuel and Emission Components Division, Newport News - Virginia Farm Bureau, Richmond 1996 Hanover County Public Schools, Ashland/ACE - AMP Incorporated, Harrisonburg - Xerox of Maryland/Virginia, McLean - Virginia Department of Mines, Minerals and Energy, Big Stone Gap 1997 ABB Power T&D Company Inc., Bland - Datatel, Inc., Fairfax - Naval Security Group Activity Northwest, Chesapeake - PRC Standard Systems, Reston - Prince William County Public Schools, Manassas 1998 Chesterfield County, Chesterfield/ACE - Henrico County Public Schools, Richmond/ACE - Plow and Health, Madison/ACE - U.S. Coast Guard Finance Center, Chesapeake/ACE - Dana Bristol, Bristol - Nabisco Bakery and Distribution Center, Richmond - World Access Corp., Richmond - Mountain Empire Community College, Big Stone Gap - City of Virginia Beach, Virginia Beach 1999 Chesterfield County Public Schools, Chesterfield - Stihl, Inc., Virginia Beach 2001 Norfolk Naval Shipyard, Portsmouth/ACE - Virginia Department of Mines, Minerals and Energy, Richmond/ACE - Dana Corporation, Spicer Driveshaft Division, Atkins



2003 Virginia Forum For Excellence

Tuesday, September 30, 2003

7:00 - 8:00 am	Registration, Continental Breakfast and Exhibit Area								
8:00 - 8:15 am	Welcome								
8:15 - 8:30 am	Opening Remarks								
8:30 - 9:15 am	Plenary Session Dr. William C. Boshier, Dean, School of Education Virginia Commonwealth University								
9:15 - 10:00 am	Plenary Session Mary Musacchia, Counsel to the President, SAS								
10:00 - 10:30 am	Networking Break - Exhibit Area Open								
10:30 - 11:30 am	Workshops Visit our website at www.spqa-va.org for workshop descriptions								
	<table border="1"> <thead> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> </tr> </thead> <tbody> <tr> <td> SPQA Nuts & Bolts Susan Walston City of Virginia Beach Joseph J. Croce Virginia Manufacturers Association </td> <td> The Next Step: Baldrige Barry Diamondstone Deputy Director, MBNQA </td> <td> The Road to Lean-Leading and Sustaining the Lean Enterprise Glenn Marshall Northrup Grumman Newport News </td> <td> Balanced Scorecard Sharon Randol Arlington County </td> </tr> </tbody> </table>	1	2	3	4	SPQA Nuts & Bolts Susan Walston City of Virginia Beach Joseph J. Croce Virginia Manufacturers Association	The Next Step: Baldrige Barry Diamondstone Deputy Director, MBNQA	The Road to Lean-Leading and Sustaining the Lean Enterprise Glenn Marshall Northrup Grumman Newport News	Balanced Scorecard Sharon Randol Arlington County
1	2	3	4						
SPQA Nuts & Bolts Susan Walston City of Virginia Beach Joseph J. Croce Virginia Manufacturers Association	The Next Step: Baldrige Barry Diamondstone Deputy Director, MBNQA	The Road to Lean-Leading and Sustaining the Lean Enterprise Glenn Marshall Northrup Grumman Newport News	Balanced Scorecard Sharon Randol Arlington County						
11:30 - 11:45 am	Break								
11:45 - 12:45 pm	Workshops Visit our website at www.spqa-va.org for workshop descriptions								
	<table border="1"> <thead> <tr> <th>5</th> <th>6</th> <th>7</th> <th>8</th> </tr> </thead> <tbody> <tr> <td> Workforce Development Charles Mills, Director VA Dept. of Business Assistance Preston Wilhelm Director, Workforce Development Services </td> <td> Realizing the Benefits of the SPQA/Baldrige Process in K-12 and Higher Education Lynn L. Furman Judith M. Little Pam Gauch Dr. Ken Rice </td> <td> Knowledge Management Dr. Dan Kirsch Hudson Associates Consulting, Inc. </td> <td> Facilitated Organizational Assessments Chris Wehrenburg US Coast Guard </td> </tr> </tbody> </table>	5	6	7	8	Workforce Development Charles Mills, Director VA Dept. of Business Assistance Preston Wilhelm Director, Workforce Development Services	Realizing the Benefits of the SPQA/Baldrige Process in K-12 and Higher Education Lynn L. Furman Judith M. Little Pam Gauch Dr. Ken Rice	Knowledge Management Dr. Dan Kirsch Hudson Associates Consulting, Inc.	Facilitated Organizational Assessments Chris Wehrenburg US Coast Guard
5	6	7	8						
Workforce Development Charles Mills, Director VA Dept. of Business Assistance Preston Wilhelm Director, Workforce Development Services	Realizing the Benefits of the SPQA/Baldrige Process in K-12 and Higher Education Lynn L. Furman Judith M. Little Pam Gauch Dr. Ken Rice	Knowledge Management Dr. Dan Kirsch Hudson Associates Consulting, Inc.	Facilitated Organizational Assessments Chris Wehrenburg US Coast Guard						
1:00 - 3:00 pm	Celebration Luncheon and SQPA Award Presentation								

Event Sponsors

Summit Sponsors	Chesterfield County, Datatel, Inc.
Corporate Sponsors	Hanover County Public Schools, Prince William County Public Schools, Northrop Grumman Newport News
Supporting Sponsors	City of Virginia Beach, Henrico County, Hanover County, Virginia Department of Business Assistance
Contributing Sponsors	World Access Service Corp., VA Tech Grado Department of Industrial and Systems Engineering, APEX, Inc., James Monroe Center at Mary Washington College, Strategic Directions, LLC, TARP

Forum Registration Form



Badge Name _____
Title _____
Company/Organization Name _____
Address _____
City/State/Zip _____
Daytime Phone _____ Fax _____
Email _____
Signature _____

Early Bird registration by September 12: check appropriate item

_____ \$145 for entire Forum and Celebration Lunch (\$125 per person for groups of 5 or more)
_____ \$55 Celebration Lunch only (\$52 per person for groups of 5 or more)

Registration after September 12: check appropriate item

_____ \$165 for entire Forum and Celebration Lunch (\$145 per person for groups of 5 or more)
_____ \$75 Celebration Luncheon only (\$70 per person for groups of 5 or more)

How to register:

By phone at 877.232.0575

By fax at 804.673.1491

By mail at: Virginia Forum for Excellence, P.O. Box 72045, Richmond, VA 23255-2045

On line at: <http://www.spqa-va.org> (for up to 4 individuals - see Group Registration below for 5+.)

Group registration:

Copy this form and return a completed registration form for each group attendee via fax to 804.673.1491. Substitutions may be made at any time.

I wish to pay as follows:

_____ My check is enclosed payable to "Virginia Forum for Excellence"

_____ Please charge my: _____ Visa _____ MasterCard _____ Amex

Card number _____ Exp _____

Name as it appears on the card _____



Refund Policy:

A complete refund will be given if you cancel by September 16. No refunds will be given after this date. Substitutions are accepted at any time.

Hotel Reservations:

A block of rooms has been reserved at the Williamsburg Marriott. Call Marriott Reservations at 1.800.442.3654 or the hotel directly at 757.220.2500. Mention the "Virginia Forum for Excellence" to receive the special Forum rate of \$99 single or \$109 double plus tax.

Special needs:

Do you have special needs (e.g. physical, dietary) or questions we can address? If so, call Bob Bowles at 757.523.6762.



John Warner
U.S. Senate

"The Commonwealth of Virginia can be proud of the Virginia Forum for Excellence and the U.S. Senate Productivity and Quality Awards, as they serve as world-class models of performance excellence. As the Senate Awards process completes its 20th year, we urge you to take advantage of both the awards process and the learning opportunities of the Virginia Forum for Excellence."



George Allen
U.S. Senate

FEATURED SPEAKERS

Mary U. Musacchia
Counsel to the President/CEO
Global Government Affairs, SAS



William C. Boshner, PhD
Dean, School of Education
Virginia Commonwealth University

web site: www.spqa-va.org

Virginia Forum for Excellence



U.S. Senate Productivity & Quality Award for Virginia
P.O. Box 6099
Suffolk, VA 23433
www.spqa-va.org

Applications for 2004
NOW AVAILABLE
on the web site!

Deadlines

Intent to Apply -
Dec. 5, 2003

Application -
February 16, 2004

SPQA Partners

Virginia Manufacturers Association • Virginia Chamber of Commerce • Virginia Municipal League
Virginia Hospital and Healthcare Association • Virginia Association of School Superintendents