

**THEY
SHARE
INSPIRE
ENCOURAGE.**

YOU LEARN.

ANNOUNCING QUEST SHARING DAY EVENTS WITH THE 2009 MISSOURI QUALITY AWARD RECIPIENTS

Attend the Quest Sharing Day events to learn about the exceptional practices and results of the 2009 Missouri Quality Award Recipient organizations. In varying sectors, these organizations will share with participants their best practices in the areas of leadership, strategic planning, customer focus, measurement, analysis and knowledge management, workforce focus, process management, and results. Join other managers, executives, directors, and quality improvement leaders interested in organizational development and performance excellence at these on-site learning opportunities. Dates, locations, and registration costs are below. One small investment buys a great deal of learning!

Cost: one session \$50; any two sessions \$80; all five sessions \$105



**Concordia
Publishing House**

March 4, 2010—9:00 a.m.-12:00 p.m.—St. Louis, MO

Concordia Publishing House (CPH) is the publisher of The Lutheran Church Missouri Synod (LCMS). The St. Louis based company serves 2.5 million members of the LCMS and the greater Christian church, listening to congregations, responding to their needs, and providing resources. Today, CPH publishes more than 9,000 resources that have been translated into 56 languages with sales worldwide. As competitors and other publishers struggle, downsize, and shutter doors in record numbers, the CPH commitment to manage by the Baldrige Criteria for Performance Excellence enables CPH to increase its value to customers. See how CPH continues to re-invent itself to maximize today's new opportunities!



**St. Mary's Health
Center**

March 9, 2010—1:00-4:00 p.m.—Jefferson City, MO

Commonwealth Fund ranked St. Mary's in the top 1% of 4,400 hospitals nationwide for overall quality. St. Mary's is ranked the number one hospital in Missouri by HealthInsight.org for its clinical performance. St. Mary's has taken a leading role in state-of-the-art health care through its nationally accredited Chest Pain Center, its Spine Center, a Wound Healing Center with hyperbaric oxygen therapy and innovative partnerships with physicians. Shared Accountability Councils focus on overall strategic direction and establish department goals, strategies, measures and actions to achieve those goals. See what sets St. Mary's apart from the rest!



**Park Hill School
District**

March 11, 2010—9:00 a.m.-12:00 p.m.—Kansas City, MO

The Park Hill School District is a public school district with pre-kindergarten programs through grade 12, including nine elementary schools, three middle schools, two high schools, a day treatment school, and an Early Childhood Education Center. The Park Hill School District serves 10,159 K-12 students and approximately 500 pre-kindergarten students. The Park Hill School District is a community of learners focused on continuous improvement to ensure that each student is prepared to succeed in life. This commitment has led to improved organizational performance, and most importantly, student growth exceeding that of other districts serving a similar student population. See why Park Hill School District is the first K-12 Missouri Quality Award recipient!

Registration cost for one session is \$50; attend two sessions for \$80; or attend all three sessions for \$105

[Register Now](#)

Driving directions and parking information will be provided upon registration. Business casual is proper attire for the Quest events. For further information, e-mail contact.us@mqa.mo.gov, or call our office at 573-526-1726. **We look forward to seeing you at the Quest events!**