

WEDNESDAY, DECEMBER 8

All sessions held in the Tallahassee Room unless otherwise noted.

2 p.m. **Registration Opens**

2:30 p.m. **Welcome, Introductions, Purpose and Schedule**

Robert W. Galvin, founder, Galvin Electricity Initiative, and Jim Buckman, Galvin Electricity Initiative

2:50 p.m. **SESSION 1: Industry Transformation Through Quality**

Objectives:

- Exposure to systems transformation, including both quality and innovation, from three leaders outside the electricity industry
- Exposure to a broad range of transformational change constructs, including: Six Sigma, Lean, Baldrige and others
- Exposure to rapid change management within three mature but diverse organizations

Moderator:

A. Blanton Godfrey, Ph.D., Chairman of the Board of Directors, Institute for Healthcare Improvement (IHI), and Dean, School of Textiles, North Carolina State University

Dr. Blanton Godfrey is one of the United States' most knowledgeable living quality experts. His personal achievements and scholarship in quality, Six Sigma, Lean, Baldrige, ISO 9000 and numerous innovation methods are unparalleled.

Participants:

- **Bennie Fowler**, Group Vice President, Global Quality and New Model Launch, Ford Motor Company
As Ford's chief quality officer, Fowler is the architect and maintainer of the Ford Operating System, and plays a foundational role in the ongoing renewal of Ford.
- **Phil Forve**, Assistant Vice President of Business Excellence, Cargill, Inc.
A nearly 40-year veteran of Cargill, Forve has for two decades led the design, deployment and renewal of the Cargill Business Excellence System. This system, based on the Malcolm Baldrige National Quality Award, is the platform upon which Cargill's 70-plus businesses have prospered within, and often dominated, the segments of the food industry that they serve.

- **Stephen Swensen, MD, MMM, FACR**, Director for Quality and Professor of Radiology, Mayo Clinic College of Medicine
Mayo's leadership has undertaken an aggressive path to transform the future of health care based on quality and innovation. Using a variety of methods and systems, Mayo is committed to "best in the world" outcomes across every category of disease — heart, orthopedics, cancer and more.

3:45 p.m. **Questions and Answers**

4 p.m. **Interactive Session with Representatives from Ford, Cargill and Mayo**

5 p.m. **Reconvene and Debrief**

5:30 p.m. **Closing Remarks**

5:45 p.m. **Reception**

Sanibel Room

6:30 p.m. **Dinner: Industry-Wide Learning**

Sanibel Room

Hosted by Bob Galvin and Dr. Blan Godfrey

Dinner Discussion Questions:

- Can we develop a collaborative approach to create the electricity system we need?
- How did IHI do it?
- Should we consider acting similarly to "close the gap" in electricity?

THURSDAY, DECEMBER 9

7:15 a.m. **Continental Breakfast**

8 a.m. **Welcome**

Terence Donnelly, Executive Vice President of Operations, ComEd

William Herdegen, Vice President, T&D Engineering and Operations, KCP&L

8:15 a.m. **SESSION 2: The State of Quality in Electricity**

Objectives:

- Learn quality leadership practices from three leading utilities
- Examine the gap between our quality results and the needs of consumers

Moderator: Jim Buckman, Galvin Electricity Initiative

Participant Panel:

- **Greg D. Troxell, P.E.**, Director of Distribution Services South, Electric Service Delivery, Austin Energy
Troxell is responsible for the city's downtown electric network, roadway illumination system, the southern half of Austin's electric distribution system and Austin Energy's distribution system standards. Austin Energy was the first major U.S. utility certified to ISO 9000.
- **William Herdegen**, KCP&L
Herdegen joined KCP&L in 2001 after 25 years in the electric utility business. Prior to joining the company, he served as chief operating officer for Laramore, Douglass and Popham, a consulting firm providing engineering services to the electric utility industry.
- **Terence Donnelly**, ComEd
As executive vice president of operations, Donnelly leads all of the energy delivery operations, including distribution system operations, construction and maintenance, work management and new business, transmission and substation, engineering and project management, and strategic and support services.

9:15 a.m. **SESSION 3: Closing the Gap**

Objectives:

- Learn what challenges exist within each utility regarding current and future quality requirements
- Examine what can be learned through a multi-organization collaborative to address the gaps

10:15 a.m. **Break**

10:30 a.m. **Questions and Answers**

- 11 a.m. **Moving Forward: Weaving Quality into Smart Grids and Operations**
Facilitator: John Kelly, Galvin Electricity Initiative
- Noon **Lunch: Organized Feedback: Meeting the Challenge**
Tallahassee Foyer
- 1 p.m. **A Call to Action**
Bob Galvin
- 1:20 p.m. **Next Steps**
John Kelly and Jim Buckman
- 1:30 p.m. **Adjourn**