

EXCELLENCE IN

MISSISSIPPI



MS Quality Awards/  
MS Community & Junior Colleges'  
Workforce Development Centers

**18th Excellence in Mississippi Conference  
8th Mississippi Quality Awards Ceremony including  
2nd Governor's Achievement Awards**

**March 21, 2003**



General Information

Conference Sponsors

Mini-Workshop Descriptions

Workshop Descriptions

Contact Information

Schedule

Conference and Mississippi Quality Awards Program Volunteers

Registration Form

See Houston Vocational Center's  
Solar Car  
**SUNDANCER**  
Solar Car  
Luncheon Demonstration



www.exinms.org

*Hilton Hotel*  
Jackson, MS  
March 21, 2003



MS Quality Awards/  
MS Community & Junior Colleges'  
Workforce Training Centers  
<http://www.sbcjc.cc.ms.us/progs.html>

18th

Excellence in Mississippi  
Conference

&

8th Mississippi Quality Awards  
Ceremony

including

Governor's Achievement Awards

High Performance **9** Workshops

**Conference Sponsors**

**ASQ Central MS Section**

**Mississippi Baptist  
Health Systems**

**Rush Health Systems**

**Beverly Healthcare**

**MS State Board for  
Community and Junior Colleges**

**Raytheon Space and  
Airborne Systems**

**HolMac Corp.**

**North Mississippi  
Health Services**

**University of Mississippi, Tupelo**

**Excellence In Mississippi Inc.** is a nonprofit 501 C(3) organization founded 18 years ago by a group of Mississippi professionals to improve the understanding and acceptance of quality principles by Mississippi organizations. Excellence In Mississippi, Inc. was established as a forum for the exchange of information concerning ways in which businesses and industries in Mississippi can improve the quality of their organizations. Through the years, participation in the Excellence In Mississippi conference has greatly increased and it continues to gain respect as Mississippi's premier quality management training opportunity. Contact: Bill Sowell, 601.922.0146

**The Mississippi Quality Award** was established as a service to all Mississippi organizations that wish to share in the value, training and achievements associated with the application of continuous improvement principles in order to better serve their customers and stakeholders. The Baldrige Based award criteria present a guideline for companies or institutions to assess their capabilities and achievements toward achieving performance excellence. All organizations, whatever the implementation stage of their continuous improvement program, benefit from the knowledge and skills gained from participation in the program. The Mississippi Quality Award is administered by the Mississippi State Board for Community and Junior Colleges. Contact: Duane Hamill, 432.6349, fax 432.6363, [dhamill@sbjcc.ms.us](mailto:dhamill@sbjcc.ms.us)

## Contact Information

### Conference Information

Bill Sowell, 601-992-0146 email: Bsowell254@aol.com

Duane Hamill, 601-432-6349 fax 601-432-6363

Frank Wiebe 662-844-5622, fax 662-844-5625

Conference Updates and Sponsor Information: [WWW.exinms.org](http://WWW.exinms.org)

### Hilton Hotel

1001 County Line Rd., Jackson, MS

601-601-957-2800

Group Rate if reserved by: 2/18/03 - \$119 plus tax

Mention Excellence in Mississippi for group rate

## Mini-Workshop and Workshop Descriptions

\*\*\*\*\*Mini-Workshops 9:00 - 10:30 am\*\*\*\*\*

**Quality Schools in the Classroom**, *Eva Joan Henderson*: An effective classroom teacher will share tips and techniques for teaching in the “no student left behind” environment. Standardized test scores will be used to document the effectiveness of using these ideas and methods to involve students in the learning process. You will learn how to use quality principles and hands on activities to make learning exciting and enjoyable for students and teachers.

**RPM Pizza, Inc. Process Design System**, *Tom Holiday, RPM Pizza*: Using Juran’s Quality Planning Roadmap as a foundation, RPM Pizza, inc. has developed a streamlined system of designing effective processes. This system is applicable to any organization, business or otherwise. This workshop is designed to demonstrate the use of RPMPI’s process design system and equip participants with the ability to take this system home and use it. This workshop should be especially valuable to those who are just getting started defining and improving processes within their organization.

\*\*\*\*\*Mini-Workshops 11:00 a.m. - 12:30 pm\*\*\*\*\*

**SPC – Reading Control Charts**, *Mary Anderson, Chair Recertification Committee, ASQ Central Mississippi Chapter*: During this interactive session, the presenter will review the use of the various types of control charts and then discuss the possible reasons for out of control conditions. Bring your own charts for an open discussion with the group.

**How to Reach Excellence With Your Customer Service**, *Mike Windham, Mike Windham and Associates*: This workshop will explain why customer service is the most important aspect of your business. It starts with “Moments of Truth” and the customer’s perspective of your business’ attitude. It will also present the seven steps to achieving excellent customer service and maintaining a higher level of excellence for your customers.

\*\*\*\*\*Workshops 9:00 a.m. - 12:30 pm\*\*\*\*\*

**Work Force Violence Panel**, *Mark Franks, Mark Franks Consulting, Johnny Purvis, University of Southern Mississippi, Taylor Smith, Attorney at Law*: Participants will learn of best practices in recognition and resolution of workplace violence. The panel will share practical and cost-effective approaches to developing training and policies, and will offer solutions to managing conflict and potential violence in the workplace.

**Peoplewise™, Event Management**, *James S. Payne, Management & Motivation*: Time Management techniques that will assist the participant in getting more stuff done in the same amount of time and the stuff will be more healthy and purposeful. You can’t manage time, you can only manage events in time. This technique can be used in conjunction with other time management programs. Each participant will receive a complimentary PeopleWise Event Management System, My Notebook Brain and a Peoplewise Profile System.

**Overcoming Crisis in Manufacturing**, *Greg James & Steve Koon, Piper Impact*: The material in this session is based upon Dr. Richard Schonberger’s benchmarking work over the past ten years. It will cover the “Sixteen World-Class Principles” of manufacturing as well as share some of the benchmarking data that is available.

**6 Sigma**, *Pwen Ma, Delphi Auto*: Six Sigma is a rapidly spreading quality initiative in the industrial world particularly the automotive industry which emphasizes quality improvement and cost reduction by improving process capability. It is a problem solving and process improvement tool set that helps your organization to do things faster, better, and more efficient than your competitors.

**Process Management Team Training**, *Stephani Colotti, Baxter Health Care*: Learn to succeed with teams! Learn how to implement team building tools, and do some interactive exercises that’ll help with communications and team dynamics. Participants will also learn problem solving and decision making strategies, have fun and come away with a book that can be implemented at their facility – right away!

\*\*\*\*\*Luncheon Demonstration 12:45 \*\*\*\*\*

**Sundancer Solar Car**, *Houston Solar Race Team, Houston Vocational School*: If you think that small town Mississippi means living in the “horse and buggy” age, think again! Houston High School is on the cutting edge of tomorrow’s technology. Houston Vocational School’s “Sundancer” solar powered car just won the Winston Solar Challenge for the second straight year. Hear their story and see the future!

## Excellence In Mississippi Conference Committee *\*Board of Directors*

Jennifer Cantrell, ITT Industries Eng. Valves  
 Duane Hamill, State Board for Community Colleges  
 Ed Henderson, Heatcraft \*  
 Joan Henderson, Carroll County Schools  
 Melissa Hoovler, Hood Packaging Corp.  
 Greg James, Piper Impact

Keith Jones, Reckitt Benckiser  
 Harold Kay, Harold Kay & Associates \*  
 Randall King, Multicraft Enterprises  
 Jess Mark, North Mississippi Health Services  
 Bill Sowell, Pug Power \*  
 Coleen Sowell, Rankin County Schools

Dee Spencer, Entergy Corp.  
 Liz Wilson, Holmes Community College \*  
 Angelia Wiebe  
 Frank Wiebe, University of Mississippi - Tupelo \*  
 Dr. Lynn Wright, Holmes Community College

## Mississippi Quality Awards, Board of Examiners and Panel of Judges *\* Team Leader \*\* Judge*

Gail Adams, Hollywood Casino and Resort  
 Dr. A. Jerald Ainsworth, College of Veterinary Medicine, MSU  
 Nancy Askins, Askins Training \*\*  
 Bill Barnett, Southern Quality Group \*\*  
 Lee Bell, Nordan Smith Welding Supplies  
 Sandra Booker, SAIC  
 Joseph Bretton, The Calvert Company  
 Gary Bullock, Spartech Industries  
 Dr. Philip Bushby, College of Veterinary Medicine, MSU  
 Jennifer Cantrell, ITT Industries Engineering Valves  
 Jamie Carter, Jr., Iuka Hospital  
 Kathy Clayton, North East MS Community College  
 Robert Cline, Raytheon Space and Airborne Systems  
 Dr. Warren Couvillion, MS State University  
 Lanette Cummings, North American Pipe Corporation  
 Dr. Cheryl Dale, William Carey College \*\*  
 Ryan Doerr, Entergy Services, Inc. \*  
 Frank Drayton, Raytheon Space and Airborne Systems  
 Ben Easterling, L.C. Signature Works

Janet Englert, North MS Health Services  
 Carlis Faler, Medicaid  
 Frank Farley, Rush Health Systems, Inc.  
 Henry Gilson, Jr., Boeing Aerospace Operations  
 Jack Goff, North MS Health Services  
 Charles Harrington, North American Pipe Corp.  
 Dr. Mary Hill, University of MS School of Nursing \*\*  
 James Hines III, US Army Corp of Engineers \*  
 Richard Hogle, US Army Corp. Engineers  
 Thomas Holliday, RPM Pizza, Inc. \*  
 Fred Hood, NMHS/Pontotoc Health Services  
 Noel Hopper, Bolivar Medical Center \*  
 Bill Huff, Color-Box, LLC  
 Greg James, Piper Impact  
 Donald Jones, North MS Health Services  
 Randall King, Multicraft Enterprises  
 Steve Koon, Piper Impact \*  
 Toni Layer, VA Medical Center  
 Molly Lionberger, RPM Pizza, Inc.

Alan Lovelace, RPM Pizza Inc.  
 Julie Marcy, US Army Corps of Engineers  
 Brian Massey, North MS Medical Center  
 Danny McLain, L.C. Industries  
 Roger Montgomery, Double G. Coatings Co. LP \*\*  
 Glenn Mueller, RPM Pizza, Inc.  
 Richard Mueller, III, RPM Pizza Inc. \*  
 Dr. Phillip Nelson, College of Veterinary Medicine, MSU  
 Dr. Susan Pendergrass, Department of Veterans Affairs  
 Lamar Rutledge, U. S. Postal Service  
 Dr. Charles Ryan, Georgia College & State University  
 Sharon Schaefer, Oxford Wire and Cable Services  
 Jennifer Shores, Oreck Manufacturing  
 Dr. Dianne Smith, St. Dominic Hospital \*\*  
 Joanie Sours, The Calvert Co.  
 Kristin South, Mississippi Baptist Health Systems \*  
 Dr. John Thomson, College of Veterinary Medicine, MSU  
 Dave Walker, VA Medical Center, (14A)  
 Gary Wells, Parker Hannifin-Chelsea Products Div. \*  
 Dr. Frank Wiebe, University of Mississippi-Tupelo \*\*

## REVISED - Conference/Award Ceremony Schedule - REVISED

7:30 a.m. - 8:00 a.m. Registration

8:00 a.m. - 9:00 a.m. Welcome, Room Assignments, and Scholarship Announcements

*Master of Ceremonies:* Dr. Frank Wiebe, University of Mississippi, Tupelo

Introduction of Winners of the Dr. Edward Gillenwater Jr. Scholarship - Granted by Excellence in Mississippi

*Welcome:* Honorable Harvey Johnson Jr., Mayor - Jackson, MS

9:00 a.m. - 12:30 p.m. Mini-Workshops: 9:00 -10:30 a.m. and 11:00 a.m. - 12:30 p.m.  
 Workshops: 9:00 a.m. - 12:30p.m.

### 12:30p.m. - 1:15 p.m. **Mississippi Quality and Governor's Achievement Awards Ceremony**

*Master of Ceremonies:* Dr. Wayne Stonecypher, Executive Director, MS State Board for Community and Junior Colleges

*Speaker:* The Honorable Governor Ronnie Musgrove

1:15 p.m. - 3:00 p.m. Luncheon & Sundancer Demonstration

Speaker: Mr. George Walker, Chairman, MS State Board for Community Colleges

Remarks - 2003 Award Winners

# Registration Form

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Company Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ E-Mail \_\_\_\_\_

## Conference Fee - \$125



Includes: Mini-Workshops/Workshop, Lunch, Luncheon Presentation & Awards Ceremony

**Two Mini-Workshops or One Single Workshop (only): \$100**

Mini-Workshops: 9:00 -10:30 a.m.  
                           M1.) Quality Schools in the Classroom  
                           M2.) RPM Pizza, Inc. Process Design Sys.  
 11:00 a.m. - 12:30 p.m.  
                           M3.) SPC – Reading Control Charts,  
                           M4.) Excellence With Customer Service

Workshops: 9:00 a.m. - 12:30 p.m.  
                   W1.) Work Force Violence Panel  
                   W2.) Peoplewise™ , Event Management  
                   W3.) Overcoming Crisis in Manufacturing  
                   W4.) 6 Sigma  
                   W5.) Process Management Team Training

Enter each attendee name, check conference or workshops only, and enter the mini-workshops or workshop desired.

| Name | e-mail | Conference (\$125) | Wkshps Only (\$100) | Workshop No. | Mini-Workshops |
|------|--------|--------------------|---------------------|--------------|----------------|
|      |        |                    |                     |              |                |
|      |        |                    |                     |              |                |
|      |        |                    |                     |              |                |
|      |        |                    |                     |              |                |

Total amount of check \$ \_\_\_\_\_ Mail to: Excellence in Mississippi, Inc. P.O. Box 578, Ridgeland, MS 39158

Make checks payable to: Excellence In Mississippi, Inc.

All registration forms should be postmarked by March 7, 2003. No refunds or cancellations after March 14, 2003.

Bill Sowell, 601-992-0146 email: Bsowell254@aol.com, Duane Hamill, 601-432-6349 fax 601-432-6363, Frank Wiebe 662-844-5622, fax 662-844-5625