

TRAINING AND EMPLOYMENT NOTICE	NO. 1
	DATE November 21, 2001

TO: ALL STATE WORKFORCE LIAISONS
ALL STATE WORKER ADJUSTMENT LIAISONS
ALL STATE WORKFORCE AGENCIES
ALL ONE-STOP CENTER SYSTEM LEADS

FROM: GRACE KILBANE
Administrator, Office of Workforce Security

SUBJECT: *Journey to Performance Excellence 2002 Conference*

1. **Purpose.** To announce dates for the subject conference and provide information about the plans under way.

2. **Background.** In October 1998, the first *Journey to Performance Excellence* was held, fusing learning from organizational improvement tools and concepts with recognition of the highest performing organizations in the system. Subsequent *Journeys* - in January 2000 and 2001 - built on the conference success, launched the Workforce Excellence Network (WEN) and its membership processes, and set the stage for national recognition of workforce excellence through the *Journey* venue.

Past *Journey* events have focused on real application of the Baldrige Criteria in organizations overseeing and providing workforce development services. Learning has come from subject-

matter experts in continuous improvement tools and techniques, and from the actual workforce organizations recognized for their outstanding achievements in the areas of performance excellence and continuous improvement. To the extent possible, recognition has been incorporated as a key program element concurrent to the WEN's rollout of a formally validated Network membership and recognition process.

3. **Journey 2002.** The 2002 conference will be held January 13-16, 2002, at the Rosen Centre in Orlando, Florida, in partnership with the National Association of Workforce Boards, and will be built around five core themes:

- Developing ever-improving value to all system customers;
- Maximizing performance through aligned approaches to management;
- Improving overall organizational effectiveness and capabilities;
- Learning at both organizational and personal levels; and
- Recognizing organizations and teams that embody the values of the desired system.

The *Journey 2002* will incorporate: learning events that inspire system leaders and provide tools from experts and the best organizations in the country; plenary and special sessions with a slant toward innovation; recognition forums designed around the *Workforce Excellence Network* membership process; and a

repeat of the teams' excellence spotlights.

Conference learning will come from in-depth training, breakout workshops, discussion forums, membership awards events, presentations by teams showcase finalists, and more. Learning events will also incorporate the importance of the following *Criteria for Workforce Excellence*, as established by the Workforce Excellence Network:

- Leadership
- Strategic Planning
- Customer and Market Focus
- Information & Analysis
- Human Resource Focus
- Process Management
- Organizational Results

Early Bird registration for the Journey was originally available at a reduced fee of \$350 through November 30. This date has now been extended to December 10, 2001.

4. **Action Required**. Please share this Notice with system staff and partners to ensure interested parties are made aware of the opportunity to attend the *Journey to*

Performance Excellence 2002.

5. **Inquiries**. Questions regarding this and the *Journey to Performance Excellence 2002* should be directed to the Workforce Excellence Network at (202) 693-2990. A dedicated Web site for conference information has been established at www.journey2002.net. Program and registration details will be made available as they are finalized.

Attachment: *Journey 2002* Registration Brochure