



Performance Excellence Council

Serving on the Performance Excellence Council has been a highlight of my career. My peers have freely shared information that is unavailable anywhere else and no matter what operational or quality problem I am experiencing I can send an e-mail or ask at a meeting and get highly relevant tested advice. The learning is phenomenal !

Ellen Gaucher
Wellmark BC/BS of
Iowa

Why We Meet:

The Performance Excellence Council of *The Conference Board* offers senior executives a forum setting for the informal exchange of information and experience on sustaining performance excellence efforts. One of 5 Center Councils, this Council has focused on issues around *speed* for the past year, and will continue to do so for the next year. Criteria for themes or topics of interest for the meeting agendas are selected based on member priorities or performance excellence criteria as outlined in the Malcolm Baldrige Performance Excellence Criteria.

Membership Eligibility*:

- ❖ Members should be the senior performance excellence leaders in their organizations or other leaders approved at the discretion of the Council. The organization must pursue performance excellence as a corporate policy and be willing to share information. Evidence as to commitment to performance excellence/total quality must be acceptable to the Council. The company must be an Associate (member) of The Conference Board.

Recent Topics Discussed:

- ❖ Customer Satisfaction and Business Results
- ❖ Risk Management
- ❖ Process Management
- ❖ Customer Advocacy

Meetings Per Year: 3

Annual Membership Dues: \$6,000.00-includes 3 meetings and other membership benefits.

Partial List of Represented Companies:

Baxter Healthcare, Caterpillar, Pitney Bowes, Ricoh Corporation, Union Pacific Railroad, Nokia Inc., United States Postal Service, University of Maryland, Verizon, IBM Corporation

Upcoming Meetings:

November 1-3, 2005: Hosted by Georgia Power Co. in Atlanta, Georgia

For more information:

Robert M. Parent
(302) 537-2938
bob.parent@conference-board.org
www.conference-board.org

Matthew Dornfeld
(212) 339-0497
matthew.dornfeld@conference-board.org
www.conference-board.org

* Certain membership restrictions may apply

