

Meeting Attendance Verification Form
EVENT:

Joint Meeting w/ ASQ November 18th

Meeting on November 18th, at Rothchild's Catering

First Speaker, 6:00-6:30

Change Management Skills for Lean Practitioners
Presented by: Fenton Morgan, LeanHRM, LLC.

Many organizations are building their internal competencies to manage lean initiatives effectively. This presentation introduces people to how we can manage change and build commitment within others for successful implementation of lean initiatives.

Program Goals:

A) Better understanding of the way we influence the decisions and behaviors of others and some techniques for increasing your impact.

B) Gain perspective and some techniques to help respond to resistance more effectively.

About the Speaker:

Fenton Morgan has over sixteen (16) years of human resource expertise; helping companies of all sizes leverage their human assets as a competitive advantage. Fenton is the Principal/Founder of LeanHRM, LLC a human resource/ human capital consulting business, specializing in applying lean thinking and six sigma principals. LeanHRM focuses on helping companies improving the HR value proposition and delivering measurable bottom line results. Assisting clients in analyzing ways to structure and manage the business of human resources and the delivery of HR services in the most cost effective and efficient manner. Based on client needs, LeanHRM helps implement solutions and manage change with a "hands-on" approach, offering both strategic and tactical consultation.

Second Speaker, 7:30-8:30

Winning Performance, TVA's performance management process

Presented by: Jim Keiffer,

Vice President, Customer Strategy, Measurement, and Support, Tennessee Valley Authority

Mr. Keiffer will provide an overview of TVA's performance management process. Called Winning Performance, TVA's performance management process was implemented in 2001. It is an enterprise-wide program designed to provide the strategic framework for translating TVA's strategic objectives into a series of executable initiatives that can be quantified through a set of balanced scorecards. A TVA-wide team incentive compensation plan is a key component of the Winning Performance process. In 2003,

TVA was inducted into the Balanced Scorecard Hall of Fame established by Robert S. Kaplan and David P. Norton, co-creators of the balanced scorecard methodology.

About the Speaker:

Jim Keiffer is the Vice President of Customer Strategy, Measurement, and Support and has over 30 years of experience in the utility industry. His primary responsibility will be assuring the alignment of Customer Resources' business initiatives with TVA's Strategic Plan. In addition, he will spearhead the design and benchmarking of customer satisfaction and product implementation measures. Before assuming this position, he served 11 years as TVA's Senior Vice President of Marketing.

Jim is a native West Virginian and holds a B.S. degree in civil engineering from West Virginia Institute of Technology and an MBA from West Virginia University. He is married and has four children.

Members in Attendance: (Note Attend 2 points continuing education)

Robin Clark
Gerald Page
Chris Harriss
Kathy Taylor
Fenton Morgand
Waine King
Chris Duckworth
Jim Lux