

# 2010 Excellence Exchange

## SPEAKER LINE UP

MARCH 10	STEVE POWELL Powell Steel Corporation
APRIL 14	MICHAEL BIGGERSTAFF Nxtbook Media, LLC
JUNE 9	FRITZ BOSSERT Lancaster Leaf Tobacco Company of PA
AUGUST 11	QUINTIN FREY Turkey Hill Dairy, LP
OCTOBER 13	GARY LANGMUIR Wohlsen Construction Company
DECEMBER 8	DANA CHRYST The Jay Group, Inc.

## EXCELLENCE EXCHANGE

The Chamber's Excellence Exchange offers high-level professional development for individuals and teams committed to continuous improvement. This bimonthly series provides a unique opportunity to gain valuable first-hand knowledge from the region's most dynamic and accomplished business leaders. Following each presentation, participants engage in a roundtable exchange with their peers, expanding their understanding of the concepts.

The overall goal of the series is to encourage organizations to commit to continuous improvement and the pursuit of excellence and sustainability through leadership, strategic planning and customer focus; measurement, analysis and knowledge management; and workforce focus, process management and results.

### FEBRUARY 10 – "FROM THE BENCH TO THE BOARDROOM: COMMON MODELS FOR SUCCESS"

featuring Steve Powell of Powell Steel Corporation

Through an interview with Board Chair Kim Smith, you'll learn how Powell combines his winning skills as head coach of McCaskey High School's boys basketball team with his know-how as a business leader to create a successful business environment. You'll walk away with the knowledge needed to adapt your leadership style to be successful in any situation.

### APRIL 14 – "PRODUCT DIVERSITY VERSUS FOCUS"

featuring Michael Biggerstaff of Nxtbook Media, LLC

Today, many businesses try to diversify their product lines. Sometimes it causes diversification chaos and poor execution to run rampant. Biggerstaff will share how to look at and review this diversification for what it is - the next greatest thing or a terrible flop. You'll walk away with the insight needed to be sure product diversification is right for your company to keep your products innovative and successful.

### JUNE 9 – "MANAGING A GLOBAL COMPANY DURING UNCERTAIN TIMES"

featuring Fritz Bossert of Lancaster Leaf Tobacco Company of PA

Learn how this international company integrates foreign and domestic operations, as well as how the foreign currency fluctuations has an impact on their decision-making. You'll gain a better understanding of the steps needed to expand globally while maintaining your presence and success domestically.

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## AUGUST 11 – “TEAM LEADERSHIP WORKS”

featuring Quintin Frey of Turkey Hill Dairy, LP

Frey will provide a case study of Turkey Hill, including foundations, practice and results of team leadership. When Frey and his team took over leadership of Turkey Hill in 1991, it had just recorded \$78 million in net sales. In 2008 the company recorded net sales of \$254 million, and in 2009 surged ahead by more than \$7 million in the face of double digit dairy commodity cost deflation and a recession. During this session, you’ll learn how incorporating team leadership within your organization can translate into growth and opportunity.

## OCTOBER 13 – “BUILDING A NETWORK OF SUPPORT”

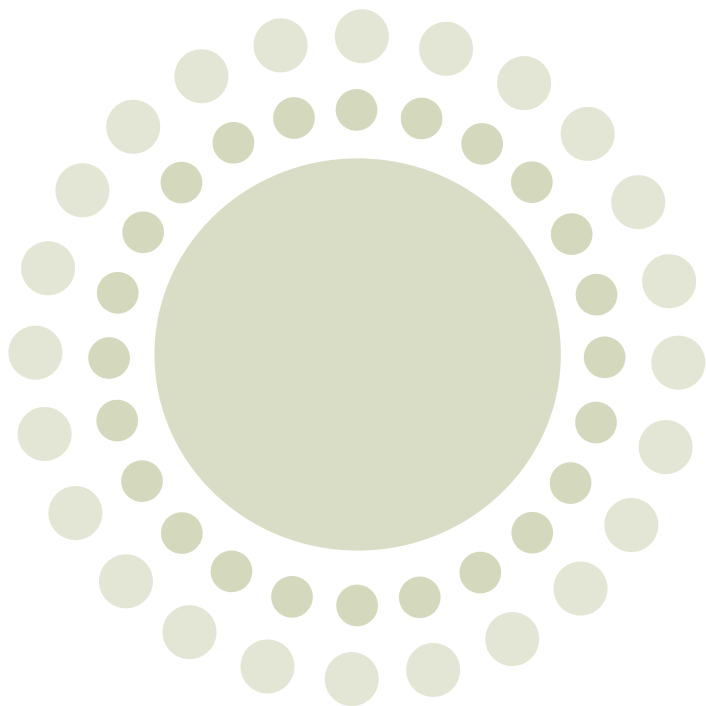
featuring Gary Langmuir of Wohlsen Construction Company

Discover how to enhance your business performance by utilizing industry peer groups, as well as learn the strategies behind developing a Board of Directors. These networks of support are instrumental in optimal business performance.

## DECEMBER 8 – “COMPANY CULTURE: THE HEART AND SOUL OF YOUR BUSINESS”

featuring Dana Chryst of The Jay Group, Inc.

Chryst will share the lessons she has learned on the importance of company culture. You’ll discover how to change, cultivate, and sustain your company culture through good times and bad.



To register for these sessions, visit [lancasterchamber.com](http://lancasterchamber.com) then “Calendar of Events” or contact The Chamber at 717.397.3531.

Each session is held at the Lancaster Country Club, 1466 New Holland Pike, with breakfast beginning at 7:30 a.m.

Cost: \$25 for Chamber members in advance (\$30 at the door) and \$50 for prospective members.

Exclusive series price: \$140 per ticket for entire series; \$650 for five tickets to each session. Key management teams are encouraged to attend as a group to have greater opportunity to implement the ideas and strategies they learn when they get back to the workplace.