



Jared Thatcher Presents:

The 2022 Virtual Lean Summit Playbook

July 20th - 22nd, 2022 | 60+ Global Industry Experts

Achieving a Continuous Improvement Culture

Day 1 Theme: Embarking on Your Lean Journey
Day 2 Theme: Establishing a Lean Culture Change
Day 3 Theme: Embracing Lean Thinking

WELCOME

JULY 20 - 22 2022



Welcome to the Virtual Lean Summit! I'm glad that you are able to join us as we explore this year's theme of Achieving a Continuous Improvement Culture. This summit is my way of giving back to the Lean community, and the summit and my views are my own and not that of my employer. - Jared Thatcher

Get ready to take your learnings back to your work to make a real impact!

HOW TO PARTICIPATE:

You get out of it what you put into it, therefore Play Full Out! The best way to get the most out of the summit is to actively participate.

First, **Share with Your Network**, post about it and use the hashtag: **#vls22**.

Second, **Join Our Exclusive Group**: the Virtual Lean Summit Community Group.

Third, **Schedule Time** to watch the sessions. This is free, but don't miss the value.

Fourth, **Invest in Yourself** and get the All-Access Pass including the bonuses.

Finally, **Have Fun and Actively Participate** for chances to win prizes.

WHAT TO EXPECT:

Each day you will be emailed a link to that day's sessions. You will have 24 hours to enjoy all of the pre-recorded sessions and watch any of the live sessions while they are happening, before they go into the Vault. After that time they will be locked away unless you have an All-Access Pass.

During our live streaming sessions you will be able to watch as many of the sessions as you would like. We encourage you to leave your videos on and your microphones off for better engagement, be active in the chat, and be prepared to ask questions during the Q&A. You can also participate in the Meet & Greet sessions where we will network with our global audience.

IMPORTANT LINKS:

The Summit Registration Page: <https://www.virtualLeansummit.com>

The Virtual Lean Summit Community Group: <https://www.linkedin.com/groups/13871291/>

The Summit Event Page: <https://www.virtualLeansummit.com/vls22-welcome/>

This Year's All-Access Pass: <https://thatcher.thrivecart.com/virtual-Lean-summit-all-access-pass-22/>

All 3 Year's of the All-Access Pass Bundle: <https://thatcher.thrivecart.com/vls22-all-access-pass-bundle/>

Support: jared@virtualLeansummit.com



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VIRTUAL Lean SUMMIT

FAQs

Is This Summit Really FREE?

It is!!! This is my way to give back to the Lean community. All of the sessions are available for 24-hour free viewing for the pre-recorded sessions and the live sessions are only available live, and once that time is up they go into the vault where only the All-Access Pass holders will have access. But before that, feel free to capture your learnings in this playbook and then experiment on the ideas and takeaways from the sessions.

How Long Are The Sessions Available?

Each day's Summit Sessions are available for 24-hours if they were pre-recorded, and the Live sessions are only available while they are live. For example, Day 1's pre-recorded sessions will only be available from around midnight on Wednesday, July 20th to around midnight on Thursday July 21st at which point the Day 2 pre-recorded sessions will be going live. And so on for Day 3. So, unless you've invested in yourself and have purchased the All-Access Pass so you can have lifetime on-demand access to all the content, bonuses, and special events, once the 24-hours is up you are out of luck.

How Do I Access the Live Sessions?

You will get a daily email with the Zoom links for you to click on and join us in both the email and on that day's special webpage. Remember that all times are Pacific Time. When you join the Zoom call, keep in mind that we will be recording the session, so please mute your mic, and it's helpful to see the audience, so consider leaving your cameras on. Be active on the chat. Share insights. Join our LinkedIn Group ([click here to join](#)) and Post in there your learnings. We will have prizes for the most active and engaged audience members.

Note: NO SPAM or PROMOTIONS in the Live chat or in the group feed or you will be removed.

How Can I Win Prizes and Bonuses?

There are two ways: First, If you become an All-Access Member before 3:30pm (PST) during the final session on the last day, your name will be entered to win one of the bonuses that many of our speakers are kind enough to be giving away. You can read about these bonuses on the speaker's pages in this playbook.

Second, even if you don't join the All-Access Pass (it's a great deal and I would highly recommend it), you can still win daily prizes for being an engaged audience member. Keep your camera on, participate in the chat, be active in our LinkedIn Group ([click here to join](#)), Make Posts with the hashtag: **#vls22** sharing lessons learned and giving shout outs to the speakers, inviting your network to join you at this year's Virtual Lean Summit, and we will also have a prize for the best daily selfie of you watching the summit (use: #vls22selfie).

What is the Exclusive VIP Virtual Lean Soirée?

This Special Invite Only VIP Event is open to the All-Access Pass Holders and all Speakers (past & present) where we will discuss and share insights from the Summit, stories from the field, and interact with each other in this virtual soirée. Get the All-Access Pass and join us either on Tuesday, July 26th at 6pm Pacific, or Wednesday, July 27th at 6am Pacific.

How Do I Login to the All-Access Pass (AAP) Area?

When you purchased the All-Access Pass, you were automatically emailed the login information. Check your spam/junk folders for this email. If you mistyped your email address or the company firewall prevents you from accessing the AAP area, reach out to us and we can reset your email or password. The link to access the AAP area is www.virtualleansummit.com/login/ If you still can't login, try logging out first and then logging in again.

ALL-ACCESS PASS

INVEST IN YOURSELF

2022 ALL-ACCESS PASS (INDIVIDUAL)

Keep it simple with all of this year's sessions available to watch anytime

PRE-SUMMIT SALES PRICE: (Until July 20th at 8am PST)

\$ 49.99

SUMMIT DISCOUNTED PRICE: (Until July 25th)

\$ 97.00

POST-SUMMIT PRICE:

\$ 249.99

- ✓ 24/7 access to this year's content
- ✓ Invitation to the VIP Virtual Lean Soirée
- ✓ All-Access Pass Bonuses
- ✓ Entry Into Drawing for Speaker Prizes*
- ✓ Access to MP3 Files
- ✓ Post-Summit Wrap-up Session Invite

[GET IT NOW](#)

* Must be purchased before 2:30pm PST July 22nd

ALL-ACCESS PASS 3-YEAR BUNDLE

Get 140+ Sessions over the last 3-Years from some of the world's leading experts in Lean

PRE-SUMMIT SALES PRICE: (Until July 20th at 8am PST)

\$ 125.00

SUMMIT DISCOUNTED PRICE: (Until July 25th)

\$ 250.00

POST-SUMMIT PRICE:

\$ 499.99

- ✓ 24/7 access to all 3 year's content
- ✓ Invitation to the VIP Virtual Lean Soirée
- ✓ All-Access Pass Bonuses
- ✓ Entry Into Drawing for Speaker Prizes*
- ✓ Access to MP3 Files
- ✓ Post-Summit Wrap-up Session Invite

[GET IT NOW](#)

* Must be purchased before 2:30pm PST July 22nd

CORPORATE ALL-ACCESS PASS (FOR EMPLOYEE TRAINING)

Looking to license content for training your employees, then this is the option for you

PRE-SUMMIT SALES PRICE: (Until July 20th at 8am)

\$ 499.99

SUMMIT DISCOUNTED PRICE: (Until July 25th)

\$ 1,249.00

POST-SUMMIT PRICE:

\$ 2,499.99

- ✓ 24/7 access to this year's content
- ✓ Access to MP3 Files
- ✓ All-Access Pass Bonuses
- ✓ Not Eligible for Raffle of Speaker Prizes
- ✓ Licensed to use with employees
- ✓ Not Licensed to Resale Content

[GET IT NOW](#)

What Happens If I Wait Till After the Summit to Buy the All-Access Pass?

My main goal is to make this information accessible to everyone, however after the summit is over it will be listed at full price. If you wait you will also lose your chance to win bonus gifts that many of our speakers are offering the All-Access Pass Holders during the raffle at the closing session. These bonuses include: signed copies of their books, free coaching sessions, access to trainings, workshop sessions, and much more. Second, even at full price, this is a steal compared to the price of other Lean conferences. The value to access the on-demand summit sessions, the bonuses, and attend the exclusive VIP Virtual Lean Soirée with the Summit Speakers (Past & Present), makes it worth getting at any of our price points. Whether its at the pre-summit price (UNBELIEVABLE DEAL), the summit price (FANTASTIC DEAL), or even at the Post summit full-price (A REALLY-REALLY GOOD DEAL), it is soooo worth it! Why wait? Invest in yourself and get it now!

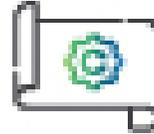
The 2022 Virtual Lean Summit Theme:

Achieving a Success Continuous Improve

LEAN SUMMIT SCHEDULE

Day 1 Theme:

Embarking on Your Lean Journey



DAY 1

SESSIONS

6:30*am - 7:00am - Jared Thatcher
Virtual Lean Summit Kick-Off Event

7:00am - 8:00am - George Trachilis
KEYNOTE - The Harada Method: The
People Side of Lean

8:15am - 9:15am - Bob Emiliani
KEYNOTE - "You Need Kaizen"

9:30am - 10:15am - Debate
Join the Lean Debate

10:30am - 11:30am - Jared Thatcher
Session - Creating Collaborative Lean
Networks for Powerful Results

12:00pm - 1:30pm - Elizabeth Swan
Workshop - The Art of Reflective Inquiry

1:45pm - 2:45pm - Steve Halpin
Session -

3:00pm - 3:30pm - Ritsuo Shingo
A Lean Fireside Chat with Shingo-Sensei

4:15pm - 5:00pm - Day 1 Forum
Embarking on Your Lean Journey

5:15pm - 6:30pm - Meet and Greet
Come and meet other audience members

ful ment Culture

Day 2 Theme: Establishing a Lean Culture Change



DAY 2

SESSIONS

6:30am - 7:30am - George Trachilis
KEYNOTE - Developing Lean Leaders at All Levels: A Practical Guide

7:15am - 8:15am - Ravi Rao
KEYNOTE - Emotional Excellence in Operational Excellence

9:00am - 10:30am - Steven Cary
Lean Tools in the Construction Industry: A Gemba Walk with a Trade Contractor

10:45am - 12:00pm - Meet and Greet
Come and meet other audience members

12:30pm - 1:30pm - Day 2 Forum
Establishing a Lean Culture Change

1:45pm - 2:45pm - Patrick Adams
A New Management System

1:45pm - 2:45pm - Tracy O'Rourke
See Lean, Hear Lean and Speak Lean

Day 3 Theme: Embracing Lean Thinking



DAY 3

SESSIONS

7:00am - 8:00am - Tamar Nelson
KEY NOTE - Future Proofing Lean Cultures

8:15am - 9:15am - Bob Emiliani
KEY NOTE - "Understanding the Past State"

9:30am - 11:00am - Denver Peak Academy
Building a Culture of Innovation in Local Government

11:15am - 12:15pm - Day 3 Forum
Embracing Lean Thinking

1:00pm - 2:00pm - Andrew Koenig
Lean Transformations from a Leader's Perspective

2:15pm - 3:30pm - Jared Thatcher
Summit Hansei Reflections/ Closing Session

DAY 1 LINEUP



Jared Thatcher



George Trachilis



Bob Emiliani



Elisabeth Swan



Steve Halpin



Ritsuo Shingō



Michael Ballè



Keonda Buford



Samuel Crescêncio



Paul Deane



Paul Dunlop



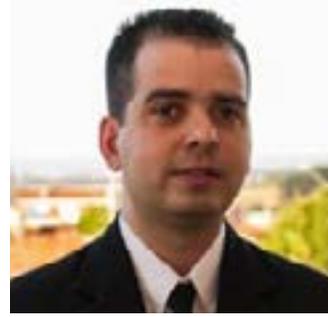
Dr. William Harvey



John Hogg



Lee Houghton



Tiago de Oliveira

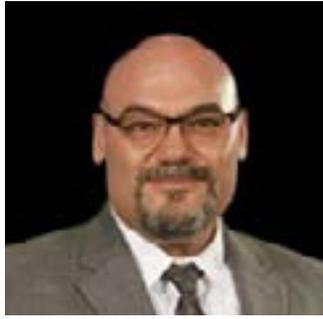


Tracy Richardson



Horia Slușanschi

DAY 2 LINE UP



George Trachilis



Ravi Rao



Steven Cary



Patrick Adams



Tracy O'Rourke



Jennifer Ayers



Ovidiu Contras



Paul W. Critchley



Andy Fieldhouse



Dirk Fischer



Dennis Gawlik



Valorie Hendrix



Katie Labeledz



Waleed Mazen



Fabian Mukanzi



Austėja Stankūnaite



Jennifer Tankanow



Sam Yankelevitch

DAY 3 LINEUP



Tamar Nelson



Bob Emiliani



Megan Williams



Nathaniel Bradley III



Drew Brown



Ajanae Cannady



Katie McCune



Benjamin Purificacion



Kayleigh Vocca



Isheia Williams



Andrew Koenig



Mike Carnell



Dr M



Jamie Flinchbaugh



Ben Hoseus



Varasha Jayade



Daniel Zepeda



Steven H. Jones



Kiran Kachela



Nihat Karaoglu



Adam Lawrence



Evelina Markauskè



Derek McIntire



Hibe Oba



Arnout Orelia



Paul Smith



Gary Vansuch



Stephen Barela



Michelle Malloy



Samantha Millison



Kourtnei Osborn



Bekah Roux



Kaley Smiley



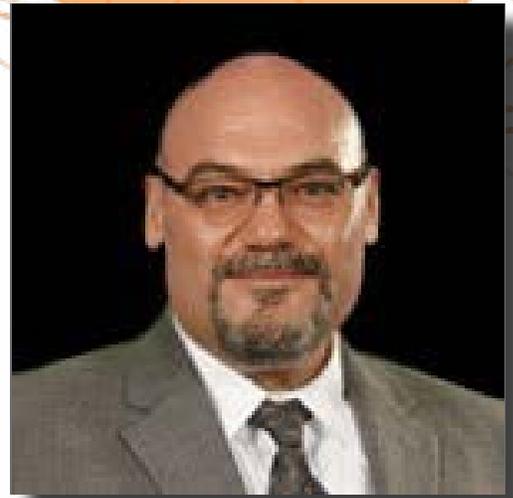
Sannah Vinding



DAY 1:

EMBARKING ON YOUR LEAN JOURNEY

George TRACHILIS



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website: www.Leanleadership.guru

LinkedIn: [bestcoach](#)

DAY 1 KEY NOTE: Wednesday | 7:00 am Pacific Time

The Harada Method: The People Side of Lean

Session Summary:

George Trachilis shares his personal and professional journey to becoming a global Lean coach and leader. You will learn about his commitment towards building people to their fullest potential. George offers his insight into overcoming leadership and organizational challenges by building a culture of continuous improvement. He challenges attendees to think deeply about what *one* thing they are striving to achieve, and to remember that the driving force for any improvement effort must be aligned to a True North focused on adding value to the customer. He also shares the five steps of the Lean leadership development model discovered by Jeffrey K. Liker. One of those five steps is committing to self development. George shares how the Harada method discovered by Norman Bodek (1932-2020) is the best system in the world for day-to-day management. Shohei Ohtani (a.k.a. Showtime) used the Harada method as a sophomore in Japan, he is now the best baseball player in the world.

Speaker Bio:

George Trachilis started his Lean journey in 1994 as a manager. After 10 years of leading implementation efforts, he decided to start his own consulting firm. It grew to become one of Canada's Fastest Growth Companies by 2006. The government of Canada asked George to create an online course to teach his methods to the entire country. The course became the book OEM Principles of Lean Thinking. By 2011, the course was offered globally and educated 100,000 students from 60 different countries. With twenty years of Lean experience George embarked on a search for more knowledge on the topic. In 2012 he forged relationships with Dr. Jeffrey K. Liker, best-selling author of the Toyota Way, and Norman Bodek, the Godfather of Lean. Encouraged by both, he adopted a much deeper understanding of Lean which stretches back to Japan, the origins of Toyota, and with a greater emphasis on the people side of Lean and the process of thinking scientifically about change. Jeff Liker asked George to be his partner and co-founder of the Lean Leadership Institute (now the Global Leadership Institute). His coaching is based on the book and online course, Developing Lean Leaders at All Levels, which received the Shingo Research Award in 2016.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

The top 3 things for improving your business processes boils down to:

1. Engagement
2. Vision Setting
3. Iterative Attainment



Bob EMILIANI

Cubic, LLC



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DAY 1 KEY NOTE: Wednesday | 8:15 am Pacific Time

"You Need Kaizen"

Session Summary:

"You Need Kaizen" How did Toyota create its management system? The secret is Kaizen, a practical combination of industrial engineering, trial-and-error, and scientific thinking that inspires human creativity to solve difficult problems in simple ways. This presentation will discuss the fundamental importance of Kaizen to any continuous improvement activity and provide a deeper understanding of Kaizen to inspire its daily practice.

Speaker Bio:

Bob Emiliani is an engineer, researcher, author, teacher, and leadership trainer and coach. He worked in industry for 15 years and had management responsibility in engineering, manufacturing, and purchasing. Subsequently he worked as a full-time professor for 23 years teaching various subjects related to progressive management.

All-Access Pass Special Bonuses:

1. One set of signed copies of the books "Kaizen Forever" and "Shingikutsu-Kaizen."
 2. 20% discount for live online Speed Leadership Training.
- Offer expires 15 November 2022.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Practice Toyota-style Kaizen every day.

Jared THATCHER

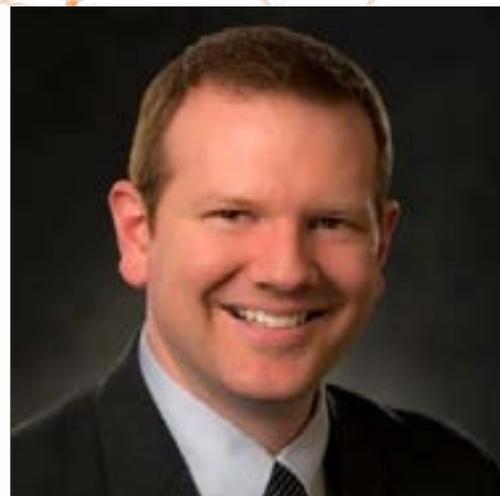
Host

Virtual Lean Summit™

Email: jared@virtualLeansummit.com

Phone: 971-352-1301

LinkedIn: [JaredThatcher](#)



DAY 1: Wednesday | 10:30 am Pacific Time

Creating Collaborative Lean Networks for Powerful Results

Session Summary:

To be an effective Lean practitioner you need to maintain a curious disposition and a willingness to learn. One way to increase your ability to do that is by creating collaborative networks of other Lean practitioners where together you can share and support each other to enhance your learning. In this session we will explore the benefits of establishing an internal Lean network in your organization to build support for those on their Lean journey. We will investigate why you should consider creating or joining an external network with others, both in and out of your industry. And finally, we will look at the advantages for creating a Lean network for your community. This can be a powerful tool to improve your results, learning, and creating a lasting Lean culture.

Speaker Bio:

Jared is the host of the Virtual Lean Summit™ that you are attending. He started it in 2020 as a response to assist small business owners struggling as a result of the COVID lockdowns, by helping them see how using Lean principles could make a difference in their ability to Bounce Back. Demand for an annual event has led to this third annual summit.

He works for the Port of Seattle as a Continuous Process Improvement (CPI) Program Manager. He has created a Lean Port network where with other Ports they work together to solve problems, share training resources, and collaborate to improve Lean at their various Port Authorities.

Jared started his career working in construction, and for the past twenty years he has worked as a Lean consultant for companies like Nike, Mercy Corps, Alaska Airlines, and Daimler Trucks, among others.

All-Access Pass Special Bonuses:

Download a digital copy of his book, "Parenting the Lean Way: Business Inspired Solutions for Empowering the Family." And a half-hour coaching session for 6 All-Access Pass Members to be drawn in the bonus raffle.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Keep it simple.
Focus on your customers and on your people.
Take time to improve your processes too.
Have open and transparent communication.
When in doubt, keep it simple.

Elisabeth SWAN

Co-author, *The Problem-Solver's Toolkit*
Swan Consulting & Associates, Inc.



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LinkedIn: [elisabethswan](https://www.linkedin.com/in/elisabethswan)

DAY 1: Wednesday | 12:00 pm Pacific Time

The Art of Reflective Inquiry

Session Summary:

As a leader or a facilitator, you are often tasked with shifting the hearts and minds around you. This workshop uses imagery, stories, and questions to spark discussion and reflection. The outcome is a fresh approach to engaging your colleagues. We know the kinds of mindsets underlying the most successful organizations—but how do we encourage them? Come join this 1-hour session to revitalize your transformational toolkit.

Speaker Bio:

Elisabeth Swan is the president of Swan Consulting & Associates, Inc., and co-founder of the Just-In-Time Café. She's the co-author of the "Problem-Solver's Toolkit: A Surprisingly Simple Guide to Your Lean Six Sigma Journey" and a 30+-year veteran of the Continuous Improvement industry. She's a Master Black Belt, Speaker, Coach and Lean Six Sigma consultant with a focus on boosting innovation, and leveraging people skills.

All-Access Pass Special Bonus:

3 signed copies of "The Problem-Solver's Toolkit."

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

1. Assume good intent
2. Seek to understand
3. Go see

Steve HALPIN

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DAY 1: Wednesday | 1:45 pm Pacific Time

Establishing a Lean Culture in Your Organisation

Session Summary:

Most of what is written about Lean Thinking educates us on the application of tools. However, the environment we work in will go a long way to whether Lean thinking is sustained in an organisation.

Speaker Bio:

I come from an Engineering background and held Operations Management roles with multi-national organisations for over 20- years. In my first operations management role in the late eighties, I became acutely aware of the non-technical challenges of the business, such as commercial pressures and industrial relations. I was fortunate to meet a lean trainer back then and I felt that the approach was worth trying. I picked a poorly-performing product line in our business and decided that this was low risk as we were in danger of losing this business.

Within weeks, the team were solving long-term quality issues and within a few short months, customers increased their business with us, and we began hiring in this area. By focusing on the product and process and engaging all of the staff, a sense of achievement emerged and the issues of the past began to fade away. In time, we adopted the same approach across our entire plant.

I've been applying lean thinking ever since and set up the business in 2006. Initially, we were very project-based and took on process and systems challenges for businesses. However, over time, we realised that any change was more sustainable when we educated organisations to take this approach themselves. We now focus on training and mentoring to achieve lasting change.

Micro-Learnings (Notes):

1 _____

2 _____

3 _____

TOP TIPS:

- Lean is a team game
- Respect everyone in the organisation
- Answers are found where the work is done
- The standard is what is tolerated
- Know why you want a lean culture
- Everyone understands Value and Non-Value
- Aim for excellence and enjoy the journey

Ritsuo SHINGO

President

Institute of Management Improvement



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DAY 1: Wednesday | 3:00 pm Pacific Time

A Lean Fireside Chat with Ritsuo Shingo

Session Summary:

Years of practicing Kaizen has led Shingo-sensei to develop a simple yet powerful system for being a Lean Leader, Go to Gemba (the place where the work happens) and show your back. Would you like to learn what that means and how it is a powerful technique for leadership, then join us as we learn from someone who knew all of the players involved in the creation of the TPS (Toyota Production System).

Speaker Bio:

Ritsuo Shingo graduated from Waseda University, considered one of Japan's "Ivy League" schools, with a degree in law in 1970, and joined Toyota Motors right after graduation. After more than ten years working in various positions at Toyota in Japan, Mr. Shingo was transferred to Detroit, Michigan, USA, where he worked as a purchasing manager for a few years. Mr. Shingo was then asked to help with the startup of the Toyota plant in Georgetown, Kentucky, USA. After a few years in Kentucky, Mr. Shingo helped with the startup of the Toyota plant in the United Kingdom. Mr. Shingo joined the China office in Japan where he worked on setting up potential ventures in China. Mr. Shingo's experience in China started when he was appointed president of Toyota's joint venture operation in Chengdu, Sichuan Province in early 1990. Mr. Shingo ran the joint venture company for three years before moving to Beijing to join Toyota's China office. After a little over two years working in that office, Mr. Shingo was appointed president of Hino Motors in China, including the joint venture production facility in Guangzhou, China.

Mr. Shingo's final assignment in China was president of the Toyota Research and Service Center, also located in Guangzhou. He is currently leading the Institute of Management Improvement founded by his father, TPS pioneer Dr Shigeo Shingo.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Go and Watch
Show your back,

Michael
BALLÉ
PhD



Website: www.MichaelBalle.org

LinkedIn: [michaelfballe](https://www.linkedin.com/in/michaelfballe)

DAY 1: Wednesday | Pre-Recorded

Lean Transformation What Exactly Are We Speaking About?

Session Summary:

When we speak of Lean transformation, what exactly are we speaking about? What do we transform. Lean is the only management method that looks into what people think, not just how they behave. A sustainable Lean transformation starts by 1/ transforming the mind of executives so they adopt the TPS as a success framework, then 2/ transforming the relational protocols in the company with gemba, problems first and Kaizen, 3/ using visual tools to highlight learning opportunities and 4/ supporting people who step up in learning new ways of doing things and coordinating their discovery process into company-wide innovation. The aim is to focus the business on value for customers, to raise the level of officers' thinking, to make sure that logistics work, in order to create the right environment for employees to thrive in their jobs and contribute value to the best of their abilities.

Speaker Bio:

Michael Ballé is a business writer, executive coach and organizational researcher. He has studied Lean transformations for the past 30 years and helped CEOs to grow their own Lean cultures. He is the co-author of the bestselling Goldmine trilogy - The Gold Mine, The Lean Manager, Lead With Respect - of The Lean Strategy, The Lean Sensei, and Lead With Lean among other titles. His work has been translated in 10 languages and has received four Shingo Research and Publication awards. He is the co-founder of Institut Lean France and Business Dynamics collection director at L'Harmattan.

Micro-Learnings (Notes):

- ① _____
- ② _____
- ③ _____

TOP TIPS:

Set up book clubs to read and discuss the Lean classic books from Taiichi Ohno and his students – Teach yourself TPS and practice the Lean glasses wherever you are – Teach others TPS when you go to the gemba to create a common framework – highlight Kaizen opportunities – orient people towards people development rather than imposing a process – support people who step up and try their hands at something new – face every problem with “fix the team in mind” and who needs to talk to whom – raise the bar on quality, lead-times and costs – always go back to customer satisfaction.

Keonda BUFORD

Lean Project Manager
City of Detroit

Email: Keondabuford@yahoo.com

LinkedIn: [keonda-buford-mba](#)



DAY 1: Wednesday | Pre-Recorded

Top 3 Ways to Build A Culture of Continuous Improvement

Session Summary:

This session includes the Top 3 Ways To Build A Culture of Process Improvement: Data, Stakeholder Buy-In, and Organizational Inclusivity. Data is the most valued source of truth for us as a Continuous Improvement professionals. Review & Clean data to establish a baseline to maximize organizational knowledge base and decision making related to improvements, quality, and capacity. Stakeholder Buy-In is the most important step to the success of a Continuous Improvement culture, creating a win/win buy-in through establishing trust, being accountable and utilizing data as a tool to steer conversations. Organizational Inclusivity, is about involving employees at every level, valuing their opinions and using their knowledge as Subject Matter Experts. Offering Greenbelt/Blackbelt courses organizationally will help build the culture from the inside out vs. a continuous improvement professional building it from the outside in.

Speaker Bio:

Keonda Buford's career path has been a winding path of experiences. After earning her MBA at Northwood University in Midland, MI (December 2015), she obtained her Lean Six Sigma Blackbelt certification in September 2019. Her first introduction into Process Improvement was in the late 90's where she worked for an Engineering Consulting firm, Trilogy International that had contracts with Ford Motor company. This is where she was introduced to process binders, process mapping and improvements. She would later use Lean Six Sigma methodologies in various industries such as home improvement, security, manufacturing, and retail. In June 2021, She was hired to work as a Lean Six Sigma Project Manager with the City of Detroit. Her first assignment was to assist with the COVID-19 effort. COVID-19 highlighted the health disparities within the minority community and the programs at the Community Health Corporation (a non profit/ Detroit organization) are designed to help individuals and families affected by the COVID-19 pandemic address their immediate short-term necessities while supporting their long terms needs through targeting intergenerational poverty. Her role is to assist the team in building their technology, data collection and improving their programs, processes & procedures to allow the Community Health Corporation to focus on serving their clients.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Change the culture by creating an environment that supports Continuous Improvement by focusing on 3 things:

1. Data
2. Stakeholder Buy-In
3. Organizational Inclusivity

Samuel CRESCÊNCIO

Lean & Agile Specialist, Sr. Software Engineer, Author & Trainer
Lean it 101

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DAY 1: Wednesday | Pre-Recorded

Achieving Business Agility Through Safe Zones in the Transformation Journey

Session Summary:

In this talk we will explore the different aspects that need to be aligned during an organizational transformation process, in search of real business agility. We will dissect the strategic, tactical, operational, and engineering aspects of a company, in order to understand how to elevate business agility through the creation of safe zones. We will explore common cultural clusters in modern organizations and understand how to leverage certain characteristics to increase the delivery of results. We will also explore features of more structured transformation models that help the organization rise to a standard. Safe Zones are a way to explore transformation following best practices.

Speaker Bio:

Samuel is a software engineer, author, trainer and entrepreneur with 28 years of professional experience. Passionate about technology, process and people development, Samuel facilitates cultural and organizational transformation in companies ranging from fast growing startups to large and globally distributed enterprises. A frequent speaker and one of the founding leaders of the Brazilian and Latin American Agile communities.

Samuel has served as a member of the board of directors of the Agile Alliance between 2010 and 2015. He is the author of the Lean Pyramid, a transformation framework that encompasses a deep set of Lean principles and tools to facilitate transformation processes, optimizing from strategic planning, to operations and software engineering.

He is the founder of Leanit101.com, a company that develops people, methods and technologies to accelerate business transformation with Lean, agile and digital.

All-Access Pass Special Bonus:

1 hour free mentoring session for 10 individuals. 30% discount for further sessions. Must be claimed within 30 days after the event.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Always seek for alignment with regards to why, how and what will be changed in a transformation journey. Involve the ones affected by the change in designing the change and make sure to balance your efforts strategic, tactical/functional and operational changes.

Paul DEANE

SENIOR BUSINESS IMPROVEMENT LEAD
AUSTRALIA POST ORGANISATION



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DAY 1: Wednesday | Pre-Recorded

How to Engage Your Front Line Staff in Using Data for Daily Management Meetings

Session Summary:

In our journey towards the goal of creating an operational excellence environment, we're collectively not short of the tools and how to deploy them but the real challenge is to engage our front-line people in the journey. How do we "win the hearts and minds" of our most valuable asset, People, whereby they become eager to be part of the solution? What are the right tools and how do we empower them to grow using these tools? Monitoring & reviewing data daily, is the role of all operational staff (not just leaders) and provides clear direction for driving actions to effectively return to target or create a step-change improvement. The ability to analyse and interrogate data is critically important to mature systems. But conversely in young systems, managing and displaying the data correctly engages operational teams along a journey to maturity.

Speaker Bio:

An innovative continuous Improvement practitioner, with strengths in operationalising Lean systems, ISO9001, manufacturing best practice and DMAIC projects. CSSC/ISSP certified 6 Sigma Black and Green Belts. Over 15+ years implementing OPEX systems from zero base within global organisations with strong insight into engaging front line staff. 25+ years working with large global organisations in Australia, NZ, Malaysia and UAE leading manufacturing and service operations of small and large teams, successfully deploying business improvement methodologies, working cross-functionally with sales/marketing, engineering & R&D teams. His operational, service and manufacturing experience has covered chemical, industrial and food industries.

All-Access Pass Special Bonus:

3 x 30min free coaching/workshop sessions. At a mutually agreed time before year end.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- Plan-Plan-Plan
- Engage everyone in the journey
- Don't attempt to do too much in too short a period

Paul DUNLOP

Principal Consultant
Dunlop Consultants

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DAY 1: Wednesday | Pre-Recorded

Building Daily Management

Session Summary:

Most organisations encounter similar challenges within their daily operations right through to their strategic focus and big picture planning. The number one impediment to effectiveness and improvement is, generally, poor communication. Our failure to communicate clearly, our failure to communicate consistently, our failure to be inclusive and consultative, our failure to be transparent and so on. Communication is regularly spoken about but all too often overlooked and undervalued in organisational life. We simply can't move forward without changing the way we think about and deliver our communication. In a world of continuous improvement communication has some critical pillars: It is visual. It is frequent and consistent. It can flow freely through the organisation. It is highly structured. It is democratic. It is focussed on learning and improvement. The bedrock of any organisation's Lean thinking is based around their DVM (Daily Visual Management) process. These daily communication structures happen at all levels of the organisation, across all stakeholder groups and disciplines. Continuous improvement is a practice. Practice requires a routine and it requires a particular form. A daily visual management routine helps us to establish this daily practice and, over the long term, the practice evolves into habit. It becomes muscle memory within an organisation.

Speaker Bio:

Paul is a Lean management consultant who has been running his consulting business for over four years. Paul's passion is to provide purpose and meaning for people in their daily work and to create high performing sustainable environments. Paul's business pillars are based on People, Process, Profit and Play and are actualised through consulting, training, coaching and lego serious play – among other things. Paul remains a humble learner in all facets of life and thrives on the principles of continuous improvement

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Respect for People
Visual Workplace
Eliminate Fear

Dr. William HARVEY

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Michelman, Inc.

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DAY 1: Wednesday | Pre-Recorded

Simplifying Continuous Improvement

Session Summary:

Using a multi-disciplinary approach, William will share the benefits of the mentor-mentee relationship (e.g., apprentice, Toyota Kata, GROW) to improve now without buzzwords. By integrating motivational interviewing, active listening, scientific thinking, adult learning theory, and the spirit of Kaizen, William will summarize his 2019 research findings and what he has learned by practicing the recommendations provided by his research participants through two continuous improvement journeys.

Speaker Bio:

William Harvey is committed to the advancement of progressive management. William has been practicing continuous improvement for 20 years, spanning TPS, TQM, and TPM, and most enjoys leading transformation efforts in organizations with a long-term view. In addition to professional practice and a commitment to lifelong learning, William researched Toyota Kata for his doctoral program and has spent the most recent years practicing what he learned from his research. William integrated continuous improvement concepts into the courses he teaches at the University of Cincinnati with the overarching goal of developing learners through advancing critical thought.

All-Access Pass Special Bonuses:

- Three virtual 12-month continuous improvement partnership engagements with one face-to-face visit, (USA attendees)
- Seven others can secure a one-hour virtual continuous improvement discussion.
- All attendees welcome to copy of dissertation at no cost.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Place the 'operator' at the core of your work—seek to eliminate their burdens, creating flow. // Build expertise in-house as quickly as possible. // “Action creates wisdom.” // “Pass what you have learned to the next generation.” // “The real place, real thing. Always confirm the truth at the actual place, with the actual things.”

John HOGG

Continuous Improvement Director
University of Strathclyde, Scotland

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DAY 1: Wednesday | Pre-Recorded

Evolution or Revolution? The Story of Lean and Continuous Improvement at the University of Strathclyde

Session Summary:

This session will focus on the importance of building the foundations at the beginning of your Lean journey. You will learn about the approach taken at the University of Strathclyde over the last 9 years, lessons learnt along the way and what the future holds.

Speaker Bio:

John is a leader, coach, mentor and trainer with extensive experience of operating at an executive level and developing, leading and managing successful teams in the Higher Education sector. Also experienced in strategy development, alignment of operational delivery and leading complex organisational-wide transformation and continuous improvement projects, delivering significant quantifiable benefits. John operates at a national and international level in the field of continuous improvement, leadership development and benefits management. John is currently Chair of Lean in Higher Education Europe and is a member of the Lean HE Global Steering Group. John is also a non-executive board member at Glasgow Kelvin College and is also currently Chair of the College's Audit & Risk Committee.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- Keep it simple.
- Learn to spot opportunities to add value.
- Evolve and improve your approach.
- Focus on the vital few.

Lee HOUGHTON

Business Improvement Coach

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DAY 1: Wednesday | Pre-Recorded

Using the Lessons of Comedy to Overcome Resistance to Change – No Jokes!

Session Summary:

Comedians make us feel emotion far quicker than most professions, is there a secret to this? And could this help us overcome resistance? Getting fewer “That Won’t Work Here” or “We’ve Tried This Before” can be achieved by utilizing the lessons of comedy and it doesn’t require you to tell ANY jokes. Learn how the most important things in comedy and the 3 types of comic timing can help you deliver change more successfully.

Speaker Bio:

Lee is the father of two amazing children. He is a business improvement coach who prides himself on helping people and teams make today better than yesterday, a lot of people can say these things about themselves though. So what makes Lee different is his random journey to get to where he has with, one pivotal moment in losing his best mate ‘Chris’ after his brave cancer battle that changed Lee’s life forever. Lee’s random journey has included writing 5 children books, owning a bouncy castle business AND DJ, including 18 months Dj’ing dressed as a monkey.... all these things have shaped his career from data input administrator to co-founding Get Knowledge in 2018. BUT, as a shiny object syndrome sufferer, it was losing Chris that has sharpened his focus and desire to help people confidently deliver change.

All-Access Pass Special Bonus:

5 people can have free online access to the ‘Online Coaching Programme – Overcoming Resistance’

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Make the invisible visible. Focus on the 2 most important business metrics that you are not tracking: 1) Increase the number of thoughts in your people & 2) Reduce the time from thought to conversation to action.



Tiago OLIVEIRA

CI & Process Engineering Manager
MANN+HUMMEL



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DAY 1: Wednesday | Pre-Recorded

The Gemba Walk as an Effective Tool

Session Summary:

A critical component of practicing Lean is understanding and using the concept of the Gemba walk. The concept of Go-and-See, is at the heart of gaining an in depth understanding of the process and starting to find solutions. Join us as we have a conversation around the importance of embracing the Gemba Walk.

Speaker Bio:

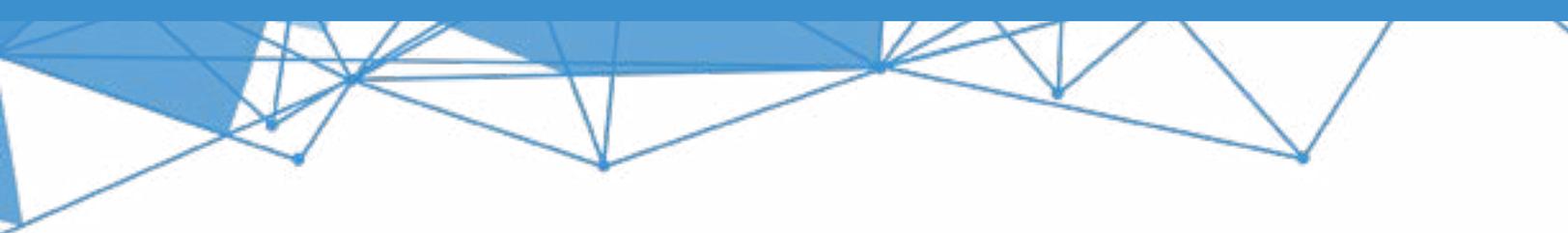
Tiago has had a broad level of experience as a leader with a background in manufacturing, industrial engineering, industrial cost, and in Lean Six Sigma. That experience has also taken him internationally as he has worked in Brazil, Germany, Italy, Hungary, Poland, Slovakia, Mexico, and currently in the USA. Originally from Brazil, Tiago earned his Bachelor's degree in Industrial Mechanical Engineering, a Master's degree in Production Engineering, and a specialization degree in Business Administration.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- 1) Engage the team: people need to understand help is coming, and not create more problems for them.
- 2) Make CI activities fun moments, celebrate and recognize the small steps.
- 3) Gemba Walk: the only way to understand the true statement of the problems.
- 4) Measure the lead time, this is the most important KPI, to understand and measure you need apply the Value Stream Map.



Tracey Richardson

Retired Co-Founder
Teaching Lean Inc.



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DAY 1: Wednesday | 2021 REPLAY

The "Thinking and Doing" Behind Toyota's Culture of People Development

Session Summary:

The Toyota Engagement Equation ($GTS6 + E6 = DNA$) is the tangible actions behind the culture of developing, engaging, and empowering people to make a difference in their daily work by connecting their processes outcomes to the Company's true north! Standardization, Visualization and Communication are key components in measuring "how do you know?" you have improved.

Speaker Bio:

Tracey has 34 years experience with Toyota Thinking in both Production and Human resources. A Coach, Influencer and sharer of wisdom developing Executives to Process owners in any industry to move the needle on critical KPI's and alignment to true north goals. She was hired by Toyota Motor Manufacturing KY (TMMK) in 1988 at the start up of the first North American Toyota plant, worked ten years on the production floor from hourly to management then moved on to Human Resources as a trainer/Sensei. The creator of $GTS6 + E3 = DNA$ (Formula for Leadership Standardized Work) Tracey worked one-on-one with Japanese trainers from Toyota Motor Corporation and was certified by the Toyota Institute in Japan in the 8 step Toyota Business Practices Problem solving. Tracey and her husband Ernie Richardson created Teaching Lean, which they incorporated in 2003--they travel all over the U.S. teaching and implementing Lean Transformation in various industries, although she just retired this year. Be sure to follow her hashtag on LinkedIn, #SketchedWisdom

Micro - Learnings (Notes):

- ① _____
- ② _____
- ③ _____

The “Thinking and Doing” behind Toyota’s Culture of People Development

$$\text{GTS}^6 + \text{E}^6 = \text{DNA}$$

Go to See (GTS1)

- Why do we go?
- How it can be interpreted.
- A tour
- To be seen
- KPI review
- Know our purpose
- Seeing through the process
- Downtime / breakdown

Grasp the Situation (GTS2)

- Clarify the problem
- Ideal state
- Current state
- Measurable gap (cost or # of occurrences)
- Breakdown the Problem
- Prioritize problem-A slice of the Gap (what is effecting my KPI’s the highest?)
- Go see the process of the prioritized problem
- Find Point of Occurrence (POO) (where in the process is the discrepancy)
- Set Target to the Poo of the sliced problem
- Root cause analysis (ask why the point of occurrence is happening)

Get to Solution (GTS3)

- Determine countermeasures
- Brainstorm
- Narrow
- Gantt chart Implementation plan
- See countermeasures through
- Communicate through – reporting (Leader)-informing (Team) – consulting (Stakeholders)
- Check effectiveness
- Customer
- Your learning
- Company connection

Get to Standard (GTS4)

- Standardize AND SHARE SUCCESSFUL PRACTICES
- Document
- Training
- Auditing



Get to Sustainability (GTS5)

Monitor for sustainability of the process
Maintain process parameters
Stabilize for improving the process

Get to Stretch (Goal) (GTS6)

After determining process stability
Raise the bar on the standard
Communicate and train to new standard
Start the cyclical process over again to ensure continuous improvement is never ending

E6 – Everybody, Everyday, Engaged, Enlightened, & Empowered with Empathy!

Essential thinking throughout an organization to create a culture that is ever-evolving and learning.

DNA = Discipline and Accountability

Micro-DNA – discipline and accountability for each individual to contribute to the company goals / true north of the organization through the GTS equation.

Macro-DNA – the fundamental characteristics of an organization who begins to see through the same lens of “thinking” that cuts across vertically and horizontally through all the levels and functional areas. This thinking begins to determine the climate/culture created by making an impact on their long-term sustainability and growth as people and as a whole. The push of learning slowly transforms into a pull for learning!

Questions to leave you with:

How do we know we are moving the needle?

Think about your KPI's- Are they more lagging or leading in nature?

Do we have standards to measure from?

Are your processes managing you OR are you managing your processes?



Horia SLUSANSCHI

Kaizen Artist
Novavi



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LinkedIn: [Slusanschi](#)

DAY 1: Wednesday | Pre-Recorded

The Magic of Chartering Teams

Session Summary:

When embarking on a new journey, good preparation is essential. A Lean journey in particular requires inspiring everyone on the team to engage and commit emotionally and intellectually to the journey ahead. This session will explore some of the typical challenges involved in starting teams well, and will offer a range of countermeasures (overall referred to as Team Chartering) that have been demonstrated to achieve excellent results in many cases.

Speaker Bio:

Horia is passionate about finding joy in work and delighting customers. He enjoys practicing curiosity and learning to change his mind about many things.

All-Access Pass Special Bonus:

Free 30-minute consultations on any Lean, agile or adaptive oversight topics. Maximum of 8 consultations to be raffled away. One session per person. Must be booked before the end of July 2022.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

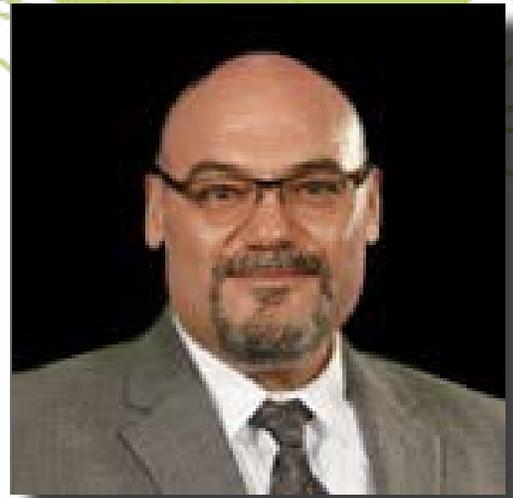
First, breathe; give yourself energy and space to think about what matters most. Second, believe that improvement is possible. Third, embrace the discipline of daily practice.



DAY 2:

ESTABLISHING A LEAN CULTURE CHANGE

George TRACHILIS



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website: www.Leanleadership.guru

LinkedIn: [bestcoach](#)

DAY 2: Thursday | 6:30 am Pacific Time

Developing Lean Leaders at All Levels: A Practical Guide

Session Summary:

George Trachilis shares his learnings from coaching and developing executives in a remote setting. You will learn about what a good Lean coach must know. You will also learn about the core values each Lean leader must have. He shares key learnings from his trips to Japan with global leaders such as Karl Wadensten, Paul Akers, Norman Bodek (1932-2020) and others. George hosted two leadership summits in Santorini Greece where he invited Ritsuo Shingo, the son of Shigeo Shingo. George deconstructs his amazing learnings from a Gemba walk of a wine factory. He challenges attendees to think about applying these lessons in their day-to-day business. The one key skill that every Lean leader must master is the ability to go and watch at the Gemba. George shares exactly what that means and how to deconstruct this activity for any business.

Speaker Bio:

George Trachilis started his Lean journey in 1994 as a manager. After 10 years of leading implementation efforts, he decided to start his own consulting firm. It grew to become one of Canada's Fastest Growth Companies by 2006. The government of Canada asked George to create an online course to teach his methods to the entire country. The course became the book OEM Principles of Lean Thinking. By 2011, the course was offered globally and educated 100,000 students from 60 different countries. With twenty years of Lean experience George embarked on a search for more knowledge on the topic. In 2012 he forged relationships with Dr. Jeffrey K. Liker, best-selling author of the Toyota Way, and Norman Bodek, the Godfather of Lean. Encouraged by both, he adopted a much deeper understanding of Lean which stretches back to Japan, the origins of Toyota, and with a greater emphasis on the people side of Lean and the process of thinking scientifically about change. Jeff Liker asked George to be his partner and co-founder of the Lean Leadership Institute (now the Global Leadership Institute). His coaching is based on the book and online course, Developing Lean Leaders at All Levels, which received the Shingo Research Award in 2016.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

The top 3 things for improving your business processes boils down to:

1. Engagement
2. Vision Setting
3. Iterative Attainment



Ravi RAO

Emotional Excellence in OpEx



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DAY 2: Thursday | 7:45 am Pacific Time

Emotional Excellence in Operational Excellence

Session Summary:

In many organizations embarking on Lean, a fundamental prerequisite is missing – Trust. In this session, a scientific definition of Trust will be reviewed as well as leadership strategies to embed emotional excellence alongside operational excellence.

Speaker Bio:

Ravi Rao has supported organizations in five continents in implementing Lean and other operational improvement initiatives. A former McKinsey consultant, he is the author of the bestselling book "Emotional Business". He is a graduate of Johns Hopkins University and did his postdoctoral work at Harvard.

All-Access Pass Special Bonus):

A private 1-on-1 coaching session of 30 minutes for 10 All-Access Pass Holders

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Improvement Culture isn't only technical – don't forget the emotional and behavioral elements of establishing Trust.

Stephen
CARY
CFO
Eckardt Group



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DAY 2: Thursday | 9:00 am Pacific Time

Lean Tools in the Construction Industry: A Gemba Walk with a Trade Contractor

Session Summary:

Stephen Cary and Jerad Gruber (Eckardt Group) share tools that have helped them on their Lean journey as a trade contractor. In this session, we will participate in a Gemba Walk of their EMF (Eckardt Manufacturing Facility), where we will walk through active prefabrication, manufacturing, and kitting operations. Learn how offsite processes support Lean Culture on jobsites, even when owners and GCs do not support Lean practices.

Speaker Bio:

Eckardt Group is an Atlanta-based electrical contractor that specializes in healthcare, mission critical, and commercial projects. With a commitment to continuous improvement in an ever-changing industry, Eckardt's 500+ employees look at the company as "85-year-old startup."

Stephen Cary oversaw 3x revenue and personnel growth as he led the operations team prior to being named CFO. As a student of Lean Construction principles, Stephen serves as Vice-Chair on the Lean Construction Institute of Georgia's Community of Practice.

Jerad Gruber manages Eckardt's 50,000 sq ft manufacturing facility in Norcross, GA. Starting in 2014, Jerad has developed a thriving prefabrication operation that reduces waste, creates value, and improves safety on Eckardt's jobsites.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Don't inhibit practical Lean adoption with insistence on using Lean terminology. As a contractor, we have seen how using Lean terminology can be off-putting to our field staff. Focus on continuous improvement and Lean practices, not vocabulary.

Set "continuous improvement" meetings as a part of project/process workflows. Build in time to do the "C" in the PDCA cycle.

Add Plus/Delta sessions on the end of every meeting. Not only is it a great way to keep meetings on track, it reemphasizes a CI culture and respect for people.

Patrick ADAMS

Coach, Author, Consultant
PA Consulting

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LinkedIn: [patrickadamsii](https://www.linkedin.com/in/patrickadamsii)



DAY 1: Wednesday | 1:45 pm Pacific Time

A New Management System

Session Summary:

A Gallup Study found that 50% of people who leave their jobs do so to get away from bad leaders. 70% of employees are not engaged at work. When they studied managers, they found that 51% are not engaged and 14% are actively disengaged! But what can we do about it? For improvement initiatives to be sustained, we will need a different leadership system, a different management system. If you don't, it's going to fall apart. If you manage the same way, with the same meetings, same metrics; you will get the same behaviors, beliefs, and the same results. So, unless we change the way we manage, continuous improvement initiatives will fail. If you want to succeed and sustain continuous improvement initiatives, then you need to manage differently. But how does one become a great Lean Leader? During this session, I will define Lean (Servant) Leadership and review Dr. Jeffrey Liker's Leadership Development Model.

Speaker Bio:

Patrick Adams is the author of the best-selling book, "Avoiding the Continuous Appearance Trap." Patrick is an internationally recognized leadership coach, consultant, and professional speaker, best known for his unique human approach to sound team-building practices; creating consensus and enabling empowerment.

He is the Founder and CEO at Patrick Adams Consulting. Patrick served in the United States Marine Corps for 8 years before he was injured and medically retired. He received his Bachelor of Science from Eastern Michigan University and holds a Master of Business Administration. He founded his consulting practice in 2018 to work with leaders at all levels and organizations of all sizes to achieve higher levels of performance. He motivates, inspires, and drives the right results at all points in business processes. Patrick has been delivering bottom-line results through specialized process improvement solutions for over 20 years. He's worked with all types of businesses from private, non-profit, government, and manufacturing ranging from small business to billion dollar corporations.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

1. Keep it simple.
2. Keep it visual.
3. Continue to improve.

Tracy O'ROURKE

Co-Founder
Just in Time Cafe

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DAY 2: Thursday | 3:00 pm Pacific Time

See Lean, Hear Lean and Speak Lean!

Session Summary:

What is one of the biggest reasons why people don't want to improve? They don't see the waste; they don't hear process pain; they don't ask the right questions. For some people seeing the world with Lean eyes is easy. For others, it's not so easy. In this one hour session, we're going to train our ears, eyes and mouth to See Lean, Hear Lean and Speak Lean! Join me for this one-hour session if you want to see, hear and speak differently forever!

Speaker Bio:

Tracy O'Rourke is the Co-author of "The Problem-Solver's Toolkit"; Co-Founder of the Just-in-Time Cafe, The SoCalLean Network Chair, A member of the AME Western Region Board, an instructor at UC San Diego for the Green Belt and the Lean Six Sigma Leadership Course, and lastly, Tracy is a self-proclaimed process improvement ZEALOT!

All-Access Pass Special Bonus:

Digital copy of "The Problem Solver's Toolkit."

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Recognize what the culture is tolerating or allowing that is not helping to promote a CI culture.

Jennifer AYERS

Executive Director
NWHPEC

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Website: www.nwhpec.org

LinkedIn: [AyersJennifer](#)



DAY 2: Thursday | Pre-Recorded

Sowing the Seeds of Lean

Session Summary:

You can't implement Lean overnight. In fact, you shouldn't try to implement Lean at all. Lean won't "stick" unless it is integrated into your organization and people believe in the new way of thinking and acting. This takes patience, persistence, and participation. In the gardening world, you can't just throw a bunch of plants in your back yard (literally) and expect them to grow and flourish. Success goes beyond even preparing the soil. The best gardeners plant a seed in a controlled environment so they properly germinate, then acclimate them before they are transferred to the garden where they continue to care for them daily. Gardening provides a great metaphor for introducing Lean to an organization. Organizational culture change requires people to understand, buy-in, and participate. This requires leaders who are prepared to nurture, celebrate, and adjust along the way. In this presentation, you will learn how to "prep the soil" for people to embrace Lean, which includes:

- The important distinction between implementing and integrating Lean
- Why should people care?
- It's not about the tool! It's about behaviors, relationships, and engagement.

How to create initial pockets of people who get it, embrace it, and go for it.

Speaker Bio:

Jennifer Ayers is the Executive Director for the Northwest High Performance Enterprise Consortium (NWHPEC), a non-profit Lean learning organization in Portland. In this role, Jennifer is responsible for organizing continuous improvement learning experiences and coordinating benchmarking and sharing between consortium members. Jennifer has a B.S. in Industrial Engineering and Manufacturing Engineering and has spent her career implementing Lean principles in both manufacturing and administrative settings. She loves engaging with people, coaching, creating and executing strategy, and developing learning programs. Jennifer is also a proud Kata Girl Geek and a member of the Women in Lean community.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

There are 3 things needed to achieve a successful Lean culture:

1. Prepare the Soil
2. Germinate the Seed
3. Feed and Care for the Plant

Ovidiu CONTRAS

Lean Coach

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LinkedIn: [OvidiuContras](#)



DAY 2: Thursday | Pre-Recorded

Building Engagement and Commitment to Change

Session Summary:

Few Lean Transformation efforts achieve the expected business benefits that were hoped for at the beginning. Although there are plenty of reasons to why, lack of engagement and lack of commitment to change are frequently quoted. This is even more true for working environments where several functions are required to transform the product, where the product is hard to see, hidden in multiple information systems, where confusion is ever present and office politics flourish. In this session, Ovi will answer some questions related to this reality, based on his experiences: "How do I engage management and employees?", "What makes them to commit to change?", "Do I need a Change Management program?", "How do I expose office politics?"... and more...

Speaker Bio:

Ovidiu Contrás (Ovi) started his career as a design engineer for high temperatures industrial equipment. Since 2000 he is actively involved in Lean Transformation efforts as a continuous improvement employee, working for companies in Aerospace, Consumer Goods and Research & Development. Ovi's experience covers all the business aspects, from developing new products to servicing them, including the support functions like Finance, IT, HR... Ovi is specialized in the application of Lean principles in complicated multifunctional environments where the product is hard to see, and the work is non repetitive. He wrote two books "Navigating the Lean Transformation" and "Untangling with Value Stream Mapping", both reflecting his experiences.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Start small, think big.
Show early success.
Be perseverant.
Stick to the basics.

Paul CRITCHLEY

President

New England Lean Consulting

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DAY 2: Thursday | Pre-Recorded

Using Storytelling to Build and Support Lean Culture Change

Session Summary:

Telling stories is one of the most powerful methods that leaders have to influence, teach, and inspire people. Beyond numbers, goals and KPI's, stories help to convey the culture and the values that can unite and inspire everyone within the workplace. In this workshop, we'll learn more about how storytelling can help garner support for Lean by making it more tangible and more relatable for those faced with practicing it.

Speaker Bio:

Paul Critchley is a recognized thought leader on employee engagement and continuous improvement, and has helped businesses around the world achieve greater levels of success through the application of Lean techniques. A frequent speaker, he has keynoted at numerous corporate events, as well as at international conventions such as AME's annual Lean conference and at OpEx Week. He's also the host of "The New England Lean Podcast", a weekly show that features management thought leaders, TED speakers, world-renowned authors and university professors. Paul is also a regular writer and contributor to publications such as Industry Week and Quality Magazines. Paul is a former Board Member of the Northeast Region of AME, holds a B.S. in Mechanical Engineering, a M.S. degree in Management and a M.S. in Organizational Leadership. He is a proud supporter of CT's "Skill up for Manufacturing" program. He is passionate about Lean and creating organizational cultures that are sustainably engaged. He co-authored his first book - The Whole Professional, A Collection of Essays to Help You Achieve a Full and Satisfying Life to bring a fresh perspective on Work/Life Balance and how individuals and organizations can work together to achieve greater levels of attainment.

All-Access Pass Special Bonus:

Free 30 minute coaching session.

Micro-Learnings (Notes):

1 _____

2 _____

3 _____

TOP TIPS:

Be Open

Be Honest

Make sure people feel Trusted,
Respected, Valued, and Heard

Andy FIELDHOUSE

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The Team Space

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DAY 2: Thursday | Pre-Recorded

Getting Teamwork Right – The Key to Happy, Successful, and Resilient Teams

Session Summary:

Join us for this conversation into what strategies you can use for achieving happy, successful, and resilient teams. We discuss the impacts of culture in team dynamics, correcting bad behavior, techniques for developing positive team rules and dynamics, and much more. Be sure to check out this session if you want to create high performing teams.

Speaker Bio:

Team coach and author Andy Fieldhouse is a man with a mission: To help people get teamwork right. Andy has spent 25 years working in and with teams in the UK and the Middle East and uses his experience and expertise to help work teams create the culture and practices necessary for them to achieve success. In 2020, Andy published his first book 'Getting Teamwork Right – the key to happy, successful and resilient teams' which became an Amazon #1 best seller. Andy has been working for 34 years in the field of team development, and has extensive experience training, advising and coaching teams from a wide range of sectors and companies. Living and working in the UAE for over a decade also gives Andy extensive experience of the particular challenges that highly diverse and multicultural teams face. He qualified as an ORSC™ (Organization & Relationship Systems) ICF (International Coach Federation) coach in 2017. Originally from the UK, Andy is in his 13th year living in Dubai with his Australian wife and their two children. When not working or enjoying time with his family, Andy enjoys the odd round of golf or catching up on reading history books.

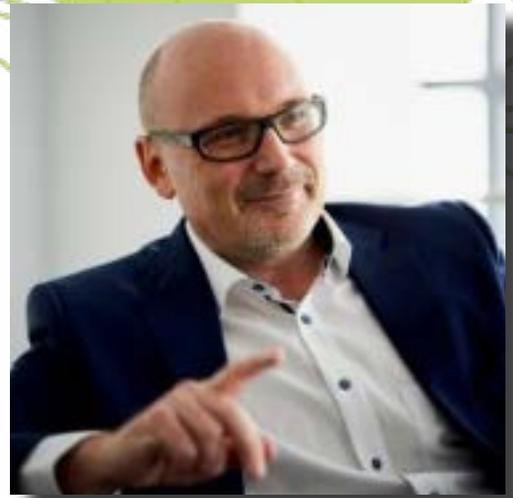
Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Identify the enthusiastic 'super users; who are most keen on the changes required and task them with finding ways to excite, entice and invest others who are less so. Leaders need to be CROs – Chief Repeating Officers – who are constantly, frequently repeating positive messages in support of the initiative.

Dirk
FISCHER
COO
Huf Group



LinkedIn: [Dirkfischer](#)

DAY 2: Thursday | Pre-Recorded

Systems Will Win, Silos Will Lose: Leading to Improve the System

Session Summary:

Understand business as a system. It is important to understand interdependency of functions. Silo efficiency does not lead to System efficiency and effectiveness. Functions need to understand how their output will impact on other functions and the system performance. Leading for system success. How can leadership support system performance? What KPIs drive system performance? What are examples that drive silo improvement?

Speaker Bio:

30 years experience in Automotive TIER1 operations, started learning TPS in 1996, since then always implementing TPS as Plant Manager, General Manager, VP Operations and COO. Always with a strong focus on improving QCDSM, always in turn around and restructuring environments.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Drive system understanding, aligned and harmonized set of KPIs that drive system efficiency and not silo improvement, have true Lean competence on board, Top Management must have real Lean competence and must have a clear Lean strategy (consensus based), lead by example and develop "Lean leadership", no seminars, but real results oriented workshops.

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DAY 2: Thursday | Pre-Recorded

Dr. Deming’s 14 Points Are Still Relevant

Session Summary:

This presentation will unite the operational approaches and philosophies of Dr. Deming’s system and management thinking that promote and transform the advancement of systems thinking from a mechanistic to a systemic, continuously improving thinking method. When coupled with a renewed attention on the means vs. ends approach of Dr. Deming’s 14 Points and PDSA, and its foundational respect for the individual, leaders will be able to apply and realize a new sense of the importance of continually improving interrelationships and interactions within all systems.

Speaker Bio:

Dennis Gawlik, MS has acquired extensive continuous improvement knowledge during 40 years in operations, logistics, procurement, and supply management; initially as a logistics and transportation supplier to Toyota in Georgetown, KY in the early 1990s. Dennis has worked in Lean and with Toyota Way process enhancements at a variety of Fortune 500 organizations, most recently as a senior Lean coach at The Standard Insurance Company. He is a speaker and lecturer and has taught sustainable Lean operations and supply management at several universities with an emphasis on Dr. W. Edwards Deming’s work – most recently at California State University – Northridge and Portland State University. Dennis received a BA from Northwestern University, a MS from Penn State University, and a graduate degree from the University of Toronto. He lives on scenic Bainbridge Island, Washington, with his wife.

All-Access Pass Special Bonus:

3 individual follow-up sessions, an hour each, to discuss Dr. Deming’s approaches with those of traditional Lean.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:
Focus on respect and humility
– coaches espouse these and yet, they find it hard to practice these behaviors themselves.

Valorie
HENDRIX
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Dynamic Empire Consulting



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DAY 2: Thursday | Pre-Recorded

Why Cost Efficiency Creates a Better Work Culture

Session Summary:

Creating a culture that is aware of and understands cost can be useful towards removing the unwanted costs. When your organization is able to be cost effective, it is able to invest more into employees.

Speaker Bio:

Valorie understands the balance that organizations need higher profit margins and employees need quality of life in the workplace. Valorie is devoted to creating a culture of systems in Continuous Improvement that does both. Valorie has worked 10 years in manufacturing. She has served as an independent consultant for over 5 years. She is a recent author of the book, "Streamlining Function and Value: How to Reduce Cost and Deliver Exceptional Value."

All-Access Pass Special Bonus:

A PDF copy of Valorie's book, "Streamlining Function and Value: How to Reduce Cost and Deliver Exceptional Value" will be available to All-Access Pass holders.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Everyone has a voice, ears, eyes, and hands. Build momentum and keep encouraging for momentum. Understand value from internal and external customers.

Katie LABEDZ

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DAY 2: Thursday | Pre-Recorded

Lean Innovators Group-Keys to Your CI Culture Success!

Session Summary:

Can you relate to this question: How I can get my team motivated, engaged and excited about Continuous Improvement? And this one....What do I do with the perpetual "nay sayers" who can't seem to get on board with anything? We have all heard those comments or excuses. Are you getting frustrated with the level of engagement in your organization in your continuous improvement initiative? But have you ever sat back and really listened to what people are saying? There are probably a few people in your organization that are really interested in CI and/or are already practicing these concepts (whether they know it or not). Let me let you in on a little secret...involve your team members early and often and create a team of people to help you along the way. In this session you will learn: •The benefits of creating a Lean Innovators Group in your organization •How to identify team members that would benefit for participation in this group •Processes for training •Examples of team member engagement events

Speaker Bio:

Katie Labedz is the President of Learning to Lean, LLC. She is a certified Lean Six Sigma Master Black Belt and Project Management Professional. She has been practicing Lean and Six Sigma concepts for over 20 years. She has a diverse background that includes manufacturing, materials, supply chain, HR and IT in the automotive and electronic industries. Katie has spent the last 15 years of her career focusing on how to teach the application of Lean/Six Sigma concepts in a non-manufacturing environment. Katie makes it her professional goal to expose the genius in all of her students. She has also authored a book, "How to Improve Absolutely Anything-Continuous Improvement in Your Home, Office and Family Life."

All-Access Pass Special Bonus:

Printed copy of my book "How to Improve Absolutely Anything."

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Listen,
Watch for "glimmers of hope"
and reward them
Get help along the way!

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DAY 2: Thursday | Pre-Recorded

How to Drive Business Impact & Engage Employees Through Kaizen Culture

Session Summary:

One of the big challenges is how to link the Kaizen culture to results through people empowerment. In many cases the Lean transformation ends up as an aesthetic front with some tick in the box documentation for the company. In this webinar session we will dive into the concepts of how to drive results through behaviour change using a Lean transformation case study.

Speaker Bio:

Waleed Mazen holds more than 17 years' experience in training and coaching company personnel at all levels in Lean management, a Japanese discipline designed to eliminate factors that waste time, effort or money. He has accumulated a wealth of knowledge and best practices by serving client organisations throughout a variety of industries, geographies and cultures – saving them many millions of dollars in the process. Waleed has been a long-term champion of Kaizen in the Middle East and has regional experience across Europe, Middle East & North Africa. Waleed is a British Arab, fluent in both languages and cultures. He constantly seeks to empower Arab enterprises – to the point of translating Shigeo Shingo's books "Kaizen and the Art of Creative Thinking" and "Fundamentals of Lean Manufacturing" into Arabic.

All-Access Pass Special Bonus:

1 hour coaching session to 1 participant to be raffled away.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- 1) Build and maintain momentum through empowerment and communication
- 2) Transfer Knowledge to develop & maintain organisational learnings
- 3) Be aware and improve the communication process

Fabian MUKANZI

Commercial Business and Process Improvement Manager
Coca Cola Bottlers Japan, Inc.



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DAY 2: Thursday | Pre-Recorded

Sustainable Lean Project Implementation

Session Summary:

Contrary to what most Lean consultants might believe, the implementation phase of Lean projects is by far the most crucial phase in the cycle of a Lean project. In a normal consultant led improvement project, the task/ responsibility of implementation is often left to the process or function owner. There is a belief that handing over a fancy theoretical powerpoint deck with a “mostly” superficial implementation plan will be sufficient to reap the fruits of investing money, time and effort in problem diagnosis and solution design. In this session, we will decipher these “myths”, look at what to do and what not to do in order to avoid flushing away all the hours spent in diagnosing problems and creating counter-measures. We will also look at the role that the Lean consultant/ practitioner has to play in the implementation stages in order to realize sustainable benefits from Lean projects.

Speaker Bio:

Fabian is an experienced and driven Lean management consultant with a solid background driving sustainable multi-million optimization projects. He is adept in dealing with complex issues and challenges using Lean concepts and philosophy. Currently he is working as a Lean consultant at Japan’s largest soft drinks manufacturer (Coca Cola Bottlers Japan, Inc.), Fabian brings forth proven expertise in guiding cross-functional operations, management and strategy towards enhanced and sustainable efficiency.

All-Access Pass Special Bonus:

5 Free personal coaching sessions to be raffled away.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

1. Top management support towards CI initiatives is critical,
2. Incorporating small improvements in your day to day operations/tasks also counts as CI
3. A culture where all levels of the organization are encouraged to propose improvements is more likely to develop a CI culture than in an environment where managers are know-it-alls

Austėja STANKŪNAITĖ

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DAY 2: Thursday | Pre-Recorded

Finding Your Own WHY in Your “Lean Lifestyle” Journey

Session Summary:

Think of every organization as a holistic system – value chain running through many teams all contributing to the same goal. To achieve smooth performance among many teams for the same goal, strategic alignment becomes critical. Think of how things look when continuous improvement is a part of the culture - the ideal future - and ask yourself “What needs to change?” Usually, the answer is “People!”: people need to learn and adopt new way of working, People need to create an environment where new knowledge is gained and tested, new behaviors are reinforced. Managing the people side of change - helping leaders at all levels to go through the change themselves and then to lead their teams - is the foundation of success.

Speaker Bio:

I am a fan of continuous improvement from Lithuania. My journey supporting my current views started rather early. I have always been asking never ending WHYs and never limiting myself with existing norms. Having a background as a mathematician, I started my professional journey as actuary in a Scandinavian non-life insurance company, and rather quickly shifting to a more dynamic business controller position. Being a speaking partner for top management from my early days, standing close to business and validating emotions with facts (numbers), helped me build a foundation for my shift in my career. After I gave birth to my twin girls, 8 years ago, business processes’ development, including Lean, and holistic thinking came into my radar. I still find it fascinating! During 17 years experience in a highly regulated finance sector (mainly non-life insurance, and now most recently in the banking industry), none of my employers fully embraced the Lean way in 100%. Rather they applied the principles that were suitable for OUR problems. Gaining knowledge in change management has widened my perspective even more! Engaging all employees and creating an army of empowered problem solvers, so my organization would be a little bit better daily, is my passion.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

1. Build the desire for continuous improvement at all levels.
2. Make sure there is full leadership support and commitment being hands-on.
3. Have the tools or system to reinforce new behavior.

Jenn TANKANOW

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DAY 2: Thursday | Pre-Recorded

How to Use Communication Systems to Influence Engagement, Trust and a Lean Culture

Session Summary:

Communication represents all of the ways we send, receive and process information. Communication is what we say, what we don't, what we do, and how we react. Have you ever taken the time to understand how your business infrastructure, policies, or formal channels impact your employees? Are they sending mixed messages or causing confusion? This session will introduce the communication system and help you understand how to use it to drive engagement, support a Lean culture, and ensure people know how they contribute value to your company every day.

Speaker Bio:

Jenn Tankanow has built on her years at Toyota to bring her Lean sensibility to the business world. She's a teacher, a leader, and a facilitator helping clients apply Strategic Planning, Change Management, Operational Excellence, Project Management, and Continuous Improvement. She partners with companies to solve problems, create executable plans so they can reach their goals. She's a veteran of personalized, repeatable solutions that stick, so companies take ownership of the change and maintain the improvement.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Alignment from all leaders, at all times, especially when employees are watching. This means leaders are all using the same language and behaviors when communicating strategies and objectives (ex: Lean journey) that impact the whole company. Once a leader says or acts in a way that is slightly different than others, trust and credibility will be lost.

Sam YANKELEVITCH

Author: Walking the Invisible Gemba



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DAY 2: Thursday | Pre-Recorded

How to Boost Your Culture Change with A3 Thinking

Session Summary:

The word "culture" can mean many things. It can be fuzzy and abstract, making it hard to grasp how it is impacting your execution. This session will provide an actionable definition of culture, so attendees can better understand what to look for and effect a change to improve performance and results. The speaker will present how A3 thinking can drive culture change and will illustrate with examples of A3 principles that can boost your culture-change efforts.

Speaker Bio:

Sam is the CEO of Xpress Lingo Solutions, dedicated to helping organizations and their leaders align their teams to meet or exceed strategic goals. How? by introducing effective daily work practices that help tie execution to results, in projects, operations and supply chains. Sam helps organizations see the cause-and-effect relationships between communication, behaviors and organizational results. In his most recent corporate role, Sam was the interim Operational Excellence Director at an Aerospace company in California, GM of an industrial pump manufacturer in England and prior to that the VP and General Manager of a German global automotive supplier. Sam has spoken to over 5,000 people globally and has presented at conferences like the Kaizen Institute Congress in Mexico, BMW Supplier Diversity Conference, and the World Congress of the American Society for Quality (ASQ) in Seattle and Charlotte. To help get his message out, Sam has published: "Walking the Invisible Gemba, Lean Communication", "Global Lean" and "Lean Potion #9- Communication: The Next Lean Frontier." Sam is also a LinkedIn Learning instructor with courses on project team communication and culture, A3 Problem Solving, Lessons Learned and Root Cause Analysis. Sam holds a BSc in Industrial Engineering and an Executive MA in Finance. He is fluent in Spanish and English and well versed in other languages.

All-Access Pass Special Bonus:

Unlocked links to 3 LinkedIn Learning courses!

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- There's nothing better to align everyone than having a common purpose that will drive action.
- Create psychological safety and trust for your teams by using A3s in testing hypothesis
- Surface, confront, and learn from problems.
- Use both short and long-term thinking.
- Objective analysis of the problems will help guide you to the solutions.



DAY 3:

EMBRACING LEAN THINKING

Tamar NELSON

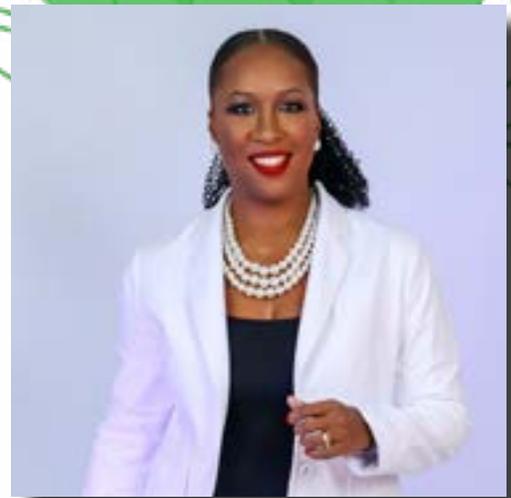
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YouTube: The COO's Corner Podcast



DAY 3: Friday | 7:00 AM Pacific Time

Future Proofing Lean Cultures

Session Summary:

Many businesses start their Lean journey and shortly after they lose momentum. How can this pitfall be avoided? How can organizations future proof their Lean culture and journey. How can they be built to last?

Speaker Bio:

Having spent more than two decades working with 250+ organizations within the private and public sectors covering many industries across six countries, I have a deep-seated passion for building simplicity and flexibility around people and processes. Tamar is a specialist at the forefront of operational resilience serving to bring COOs and their organizations the ability to ensure systems capabilities, cultivate adaptable practices, and manage risks in real time with an efficient plan to create profitable outcomes for stakeholders, end-users, and regulators.

All-Access Pass Special Bonus:

Free 60 minute Operational Resilience Gap Analysis and Strategy Call to be raffled away.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

People are at the core!
Get everyone involved!



Bob EMILIANI

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DAY 3: Wednesday | 8:15 AM Pacific Time

"Understanding the Past State"

Session Summary:

Over the decades it has been proven to be difficult to move Lean forward from a niche management practice to one that is commonly found in organizations of all types. This presentation will highlight 13 years of research to unravel the mystery of why most CEOs remain fully committed to archaic classical management. It is only by understanding the ways and means by which the past retains its grip on the present that greater progress in management thinking and practice can be achieved.

Speaker Bio:

Bob Emiliani is an engineer, researcher, author, teacher, and leadership trainer and coach. He worked in industry for 15 years and had management responsibility in engineering, manufacturing, and purchasing. Subsequently he worked as a full-time professor for 23 years teaching various subjects related to progressive management.

All-Access Pass Special Bonuses:

1. One set of signed copies of the books "Kaizen Forever" and "Shingikutsu-Kaizen."
 2. 20% discount for live online Speed Leadership Training.
- Offer expires 15 November 2022.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Practice Toyota-style Kaizen every day.

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Denver PEAK Academy **LinkedIn:** [nathanielbradleyiii](#)



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BROWN

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Katie
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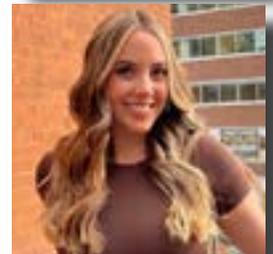
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Website: <https://bit.ly/3nRxGBj>



DAY 3: Friday | 9:30 AM Pacific Time

Building a Culture of Innovation in Local Government

Session Summary:

Over the past 10 years, employees within the City and County of Denver have been learning and applying Lean principles to improve and innovate the way in which we deliver services to the public. We will talk about how our Peak Academy trainings and our follow-up with participants has built a continuous improvement culture in the City and County of Denver.

About the Denver PEAK Academy:

Our Motto is: Innovate Elevate Repeat

Our Vision Statement is: PEAK - Changing the way government operates to improve your experience.

Our Mission Statement is: PEAK Academy trains and coaches employees at all levels to improve the way government works. Through innovation, employees do more with less and enhance the Denver experience.

Learn more about us and what we do to help the community of Denver by using Lean principles to change the culture of government by visiting our website to see the results of our work: <https://bit.ly/3nRxGBj>



Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Innovation needs to be led by the front-line employees that are doing the work and interacting with customers. It's up to leadership to create an environment where staff feels empowered to pilot new ideas, track and review the key performance indicators, and adjust as needed



Andrew KOENIG

CEO
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DAY 3: Friday | 1:00 pm Pacific Time

Lean Transformations from a Leader's Perspective

Session Summary:

Andrew is going to share his journey of trying to introduce Lean into an organization. From resistance to acceptance, what it is like for leadership to create a Lean culture. Gain insights into the what and why of embracing Lean thinking from the perspective of leadership. Understanding Andrew's whys can help you better address the needs of leadership in your organizations.

Speaker Bio:

Andrew Koenig is the President of CITY Furniture. South & Central Florida's #1 Furniture Retailer with over 35 locations and 2,700 associates. CITY has been undergoing a 15 year Lean Conversion that has now been referred to as the CITY Furniture Operating System (CFOS) that is successfully growing in all departments of the company.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Mike
CARNELL
Founder and President
CS International LP

Email : mike.carnell@csintlinc.com

Website: <https://projectvanguards.com/Lean-six-sigma-courses/>

LinkedIn: [mike-carnell-75420a1](https://www.linkedin.com/in/mike-carnell-75420a1)



DAY 3: Friday

**Lean Thinking: Synchronicity with the
CADENCE of TECHNOLOGY Interface**

Session Summary:

As technology is rapidly advancing, understanding how Artificial Intelligence (AI) and Machine Learning can be used to improve our processes and add value to our customers is essential to anyone trying to continuously improve their organizations. Check out this session as we discuss how rapidly advancing technology is fast outpacing the ability for people and organizations to adapt and change with it, and what you need to know to stay relevant.

Speaker Bio:

Mike has years of experience and is an Author, Serial Entrepreneur, Management Consultant, and is passionate about Continual Improvement, Artificial Intelligence, and Machine Learning.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- Respect for People
 - Develop metrics that measure the amount of stress the work force is under particularly due to change management.
- Leadership
 - Create a strategy between the speed of technology development for your specific industry.
 - Is your strategy iteration or disruption?
- Operations Management
 - Create a process for change implementation
 - Create feedback loops from all current and future products and processes back to Design Teams
 - o Measure new product launch metrics for quality and productivity
 - § Set improvement targets for all new products

Mohan Parameswaran

Dr. M

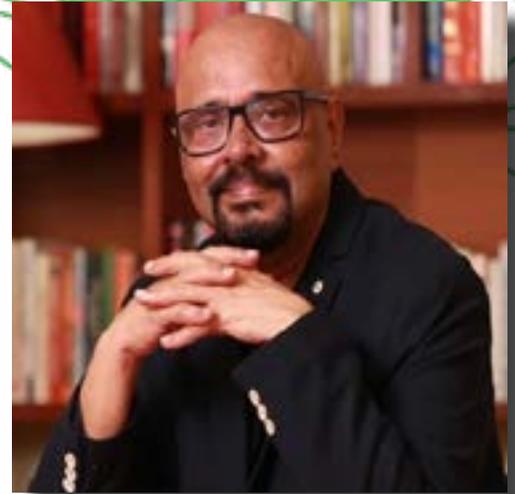
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Pre-Recorded

Lean Thinking: Synchronicity with the CADENCE of TECHNOLOGY Interface

Speaker Bio:

Dr M has done his doctoral work in the field of " Organisational Behaviour ". He served over 26 years in the Aviation Industry: Power Generation Industry : Consumables Goods industry ; Pharmaceuticals industry in Top Leadership positions. . His Consultancy Firm 'WARANS' is operational for the last 20 plus years , provides consultancy in the field of 'Lean Management : TQM : TPM'. He is a talk show host on "CONTINUOUS IMPROVEMENT"- Dr M Vodcast, His Sensei is Sensei Masaaki Imai.

All-Access Pass Special Bonus:

All-Access Pass holders can interact with Dr M and have a chance to be a GUEST on his Talk Show the Dr M Vodcast.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

1. C A R E = Customers Are Really Everything.
2. Evolve strategy focused on customer delight.
- 3, It's a : People's Movement . Educate / Train / Support.
4. Elevate your people's problem solving curiosity: capabilities: competency, at all levels of the organisation
5. The " TRILOGY " (Customer: Employee : Shareholder) is NOT ' 2 - Dimensional' it's ' 3 - Dimensional'
6. Kaizen - adopt the spirit & it's definitions.

Jamie FLINCHBAUGH

Founder
JFlinch

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DAY 3: Friday | Pre-Recorded

The Leader's Role in Problem Solving

Session Summary:

Problems are showing up every day with your customers, your supply chain, in your inbox, in your metrics...how do you deal with it all? The role of the leader is to help bring some order to the landscape of problems, including how we manage and prioritize the landscape of problems, and how we help frame problems for others. We also must develop the right behaviors that surround problems, ranging from how we cultivate our creativity to how we drive with initiative. In this talk, we will explore these many ingredients and more to help make you more effective and focused as a problem-solving leader.

Speaker Bio:

Jamie Flinchbaugh is the Founder of JFlinch and author of "People Solve Problems" and "The Hitchhiker's Guide to Lean." He has helped purpose-driven leaders craft effective, resilient organizations at over 300 companies.

All-Access Pass Special Bonus:

3 signed copies of the book "People Solve Problems"

Micro-Learnings (Notes):

1 _____

2 _____

3 _____

TOP TIPS:

Experiences create beliefs which affect behaviors. The role of the leader is to shape culture by creating purposeful experiences for people.

Ben HOSEUS

COO
Adaptive

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LinkedIn: [benhoseus](#)



DAY 3: Friday | Pre-Recorded

Creating Systems of Continuous People Development

Session Summary:

Beat the Great Resignation! Never before in history has it been more critical to engage your team members. Demographic and technological shifts and a global pandemic have intensified the challenges of engaging and developing employees. Team members are searching for more. They want to have a clear purpose to work as part of a team to be fully engaged to develop professionally and to feel fulfilled in their work. The answer to this problem is simple yet not easy. It is found by creating systems of continuous people development.

Speaker Bio:

Ben Hoseus is the COO of Adaptive, a software platform designed to enable productive engagement and development. Ben finds fulfillment in learning, teaching, and applying principles of servant leadership, collaboration, and problem-solving in order to help address issues of today and the future. He has wide experience in the functions of Operations, Supply Chain, Human Resources, and Project Management within a variety of sectors. As a consultant and advisor Ben has worked with multinational enterprises, small and medium-sized businesses, and non-profit organizations across the globe.

All-Access Pass Special Bonus:

Free trial to software platform

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- Leadership's role is to practice & teach Lean thinking.
- Motivate your people by helping them understand their purpose and how they can contribute.
- Focus on long-term results.

Varsha JAYADE

Visionary manufacturing leader and expert
Pella Corporation



LinkedIn: [varshadindustrialengineer](https://www.linkedin.com/in/varshadindustrialengineer)

DAY 3: Friday

Manufacturing Brilliance to Embrace Workforce Challenges

Session Summary:

3500 manufacturers contribute over \$33 billion to Iowa's economy, making it the largest sector in Iowa's economy. With nearly, 219,000 people working in manufacturing, it has an unmatched ability to provide high quality jobs to Iowa's population - according to CIRAS 2021-2022 assessment report. However, the number one problem currently facing any manufacturer is hiring and retaining the workforce. During this session we will use our collective experience and introduce manufacturing best practices that can help you and your team to engage, empower, and ultimately retain the best talent. Case studies and key principles from our learning to solve your current challenges will be the heart of this interactive session. We will help you understand the link between operational metrics and business finance and to leverage technology to create a productivity leap using RIGHT3 (Right information, right time, right person). Be sure to join us.

Speaker Bio:

Leader with significant engineering experience and expertise in process engineering, supplier development, and quality assurance. People-focused professional who invests time to build solid relationships and brings cross-functional teams together. Challenges and motivates organizational cultural-change towards continuous improvement to achieve operational excellence. Identifies and implements continuous improvement opportunities. Challenges the status quo and drives positive results that increase the bottom-line. Proven success in executing projects and helping the organization reach its desired goals. Enjoys coaching, mentoring, and empowering individuals to bring their best version into the workplace. Fosters a culture of creativity and professional growth. Always open to meet new professionals and leaders on this platform. Let's connect, get to know each other, and explore opportunities. Please send a request if you would like to chat!

All-Access Pass Special Bonus:

Free 2 month trial of SPI software and free business process assessment (10+ hours).

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Empower your team to make decision and take action.

Daniel ZEPEDA

Continuous Improvement Engineer
Timberline Manufacturing



LinkedIn: [danny-z-Lean](#)

Pre-Recorded

Manufacturing Brilliance to Embrace Workforce Challenges

Speaker Bio:

Daniel is passionate about bridging the gap between Lean Manufacturing theory and Operational Excellence. He specializes in Model Based System Engineering and Coaching Lean Methodology.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Steven H. JONES

Assistant Professor
University of Cincinnati



LinkedIn: [stevenhjones](#)

DAY 3: Friday | Pre-Recorded

Transforming Your Organization to Establish a Lean Culture

Session Summary:

In this session, Transforming Your Organization to Establish a Lean Culture, Professor Steven H. Jones discusses the critical elements necessary for an organization's successful transformation to adopt a Lean culture. He calls upon his personal experience leading these cultural transformations in global organizations and 30+ years of Lean experience to point out common pitfalls and opportunities with Lean transformations.

Speaker Bio:

Steven is an Assistant Professor in the Lindner College of Business at the University of Cincinnati. There he leverages 30+ years of real world experience to teach in the Department of Operations, Business Analytics and Information Systems. He has been an executive leader specializing in Continuous Improvement and Operational Excellence practices in global organizations. Skilled and certified in Scrum, ITIL, Lean Six Sigma and Project Management frameworks. He has used these skills in global process improvement projects that realize cost savings and increased revenue performance. External to the College of Business, Steven is a member of the International Society of Six Sigma Professionals, the American Society for Quality and the Project Management Institute. He earned a B.A. in Communications from The University of Cincinnati, an Executive MBA from Xavier University of Ohio and completed his international business studies at Sophia University in Tokyo.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Transform the organization with Lean as the tactical approach for the corporate strategy.

Kiran KACHELA

Managing Director

Continuous Improvement Projects Ltd

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LinkedIn: [continuous-improvement-projects-ltd](https://www.linkedin.com/company/continuous-improvement-projects-ltd)



DAY 2: Thursday | Pre-Recorded

Barriers to Achieving a Lean Culture Change and How to Overcome Them

Session Summary:

Since the emergence of Lean Manufacturing, many organisations have strived to implement it. Nonetheless, achieving a Lean Culture Change is no mean feat. There are so many aspects to consider and several barriers to overcome. Creating a Lean enterprise needs a tremendous change in culture, habits and attitudes – all of which pivot around people rather than a set of tools for efficiency. In this session, Kiran shares her experience of organisations seeking to adopt a Lean Culture and analyses the common trials and tribulations, and how to overcome the barriers to truly drive a shift in culture.

Speaker Bio:

Kiran Kachela is the Founder of Continuous Improvement Projects Ltd based in the UK, a Business Solutions Enterprise specialising in enhancing customer experiences, driving organisational change and achieving sustainable efficiencies and profitability. She is an experienced and qualified Black Belt Lean Six Sigma Practitioner, Change Management Practitioner and Project Manager. With experience of working with large corporations, leading academic institutions, Central Government and Healthcare, Kiran brings with her a wealth of experience across a variety of sectors and is able to truly comprehend and execute sustainable organisational change.

All-Access Pass Special Bonus:

Free ½ Day Strategy Development Workshop (Virtual) worth £695+VAT to be raffled to one All-Access Pass Holder. To learn more visit: <https://ciprojectsltd.co.uk/strategy-development-workshop/>

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Understanding is deeper than knowledge. A Lean Culture Change doesn't just rely on Lean skills and expertise; it requires a psychological process that enables people to think differently and apply the principles.

Nihat KARAOGLU

Board Member

NK Institute of Human Advancement

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DAY 3: Friday | Pre-Recorded

The Power of Kaizen in Creating a Culture of Excellence

Session Summary:

There is a lot that goes into creating a culture of excellence in your organization, and perhaps the most important yet often overlooked thing is to embrace the practice of Kaizen. This simple yet powerful concept will transform any individual or business that uses it.

Speaker Bio:

Works in tech management. Expert in #Lean #agile #engineering practices. He is a Board member at NK Institute of Human Advancement, a non-profit promoting social responsibility. Active in cancer patient's rights advocacy. Nihat's specialties include: Socially Responsible Businesses, Innovation, Start-ups, Growth Hacking, Medical Devices, Healthcare, Microfinance, Blockchain. He is experienced in #building and #growing high-performance organizations. He has a deep understanding of technology from silicon to cloud. Managing and leading realization of complex technical projects.

Nihat has worldwide experience working in the UK, the US, France, Germany, Netherlands, Belgium, Switzerland, Korea, Singapore, Turkey, and Pakistan. He also speaks the following languages: Turkish, English, Dutch, French, German and Japanese.

Micro-Learnings (Notes):

1

2

3

TOP TIPS:

Structure,
Clarity and
Direction with a human touch.

Adam LAWRENCE

Managing Partner

Process Improvement Partners LLC

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DAY 3: Friday | Pre-Recorded

Chartering Events to Guarantee Winning Results

Session Summary:

1. The story of the partnership between City Furniture and Process Improvement Partners and how we reenergized the Kaizen Culture in an established Lean Organization.
2. What must be done to ensure a winning experience for any Kaizen team. The four critical elements of Chartering that guarantees the win.
3. Real life examples of the application of the Wheel of Sustainability during Kaizen events that illustrate how each element was utilized to create lasting results.

Speaker Bio:

Adam Lawrence is the Managing Partner of Process Improvement Partners, LLC. He has 30+ years of experience in process improvement activities, targeted at manufacturing and business processes. Having facilitated 300+ Kaizen events in multiple industries around the world, Adam aligns with leadership, engages teams, and creates sustainable results. Adam has mastered the use of many different process improvement methodologies, allowing him to implement the best strategy for each organization's goals and objectives. He develops sessions that are fun, engaging, and laser-focused. Adam is 100 percent committed to ensuring the team has a winning result and a fantastic experience. Married to his wonderful wife, Peggy, for over 30 years, they have one son (Tyler, his IT department). Adam grew up in the Washington, DC area and received his BS in Industrial Engineering from Virginia Tech. He earned Lean certifications from the University of Michigan. Adam enjoys time with family and friends, loud music, traveling, the many great clients he has worked with (his extended family), and his many business adventures. "The Wheel of Sustainability" is his first book.

All-Access Pass Special Bonuses:

- Two free 30 minute coaching sessions.
- Three free signed copies of my book.

Micro-Learnings (Notes):

- 1
- 2
- 3

TOP TIPS:

- Tip #1 – You must have the leadership commitment before proceeding
- Tip #2 – You must have a clear image of what leadership commitment looks like in order to drive a CI Culture.
- Tip #3 – I utilize the Wheel of Sustainability to provide the image of Leadership Commitment to drive a CI Culture. I provide specific examples for each element of the Wheel as they apply to the issues at hand. This accelerated learning drives the commitment and buy-in necessary to drive the CI Culture.

Evelina MARKAUSKĖ

Sr. Manager, Business Excellence
Thermo Fisher Scientific



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DAY 3: Friday | Pre-Recorded

Business Excellence in Difficult Times and Beyond

Session Summary:

At Thermo Fisher Scientific, we use the Practical Process Improvement (PPI) Business System, that creates a culture of exceptional performance and continuous improvement, strengthening our position as the world leader in serving science. I will present the Business Excellence journey in Vilnius (Lithuania) site, that has been awarded the Shingo Prize for operational excellence for its accomplishments in the area of Lean management few years ago. Strong Lean culture ensures thriving, especially in recent years, when the site grew more than twice in employee population and revenue, related to steep ramp up of products to address Covid-19.

Speaker Bio:

Continuous improvement professional with 8+ years of experience and proven track record of successful Lean transformations in Thermo Fisher Scientific – Vilnius (Lithuania) and Kiryat Shmona (Israel) sites. Former researcher in the field of biochemistry with BS degree in Biochemistry and MS degree in Analytical chemistry from Vilnius University, MBA graduate of the ISM University of Management and Economics, qualified Master trainer of PPI (Practical Process Improvement) methodology. Evelina is currently Sr. Manager of Business Excellence at Thermo Fisher Scientific Baltics, leading Lean initiatives and sustaining continuous improvement culture at a site of 1900 people.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

- Great Leadership: Strategy deployment, Leading by example, resulting in People engagement and empowerment
- Strong Communication and Education - sharing the “How?” and the “Why?”

Derek McINTIRE

Director
The Improvement Partners, Ltd.



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DAY 3: Friday | 2021 REPLAY

Turnaround of a 40 Year Old Manufacturing Facility – The 3 Phases Utilized

Session Summary:

Moving from Private Ownership to PE Investors & being brought in to turnaround the manufacturing facility. The first thing I recognized was great people – but lacking real leadership and direction. By Listening then setting out a phased approach the team transformed the facility and became an integral part of the Sales & Marketing story. My Rule of Thumb is – for each past 10 years of an organization, it will take ~ 2 years of work to positively alter that history.

Speaker Bio:

Derek is an experienced Operational Executive who is as at ease with day-to-day operational issues as he is working on Boards. With 30 + years’ experience ranging across various Technologies i.e. Semiconductors/Hybrids/Flex-Circuits/Mobile-Phone/Medical Pulp Moulding/Fibre Optics, Automotive. He has also worked in Italy, Austria, USA, Mexico and Hungary as part of these assignments. Laterally within these roles Derek has been involved in turnaround roles and offered support to management teams during private ownership sell-out to Private Equity and Mergers & Acquisition integration of newly acquired organisations into the new ownership. Derek focusses on assessing the issues, working with team members and key stakeholders to ensure that through a systematic, approach the final result is delivered in a timely fashion. This will focus on operational and financial measures to deliver tangible results. Derek has led and been involved in achieving The Queens Award for Excellence in Innovation, Best Factory Award for Judges special award for – Leadership/Culture Change/Engineering capability improvement, Best Process plant [Highly commended] plus Manufacturer of the Year Award for SME [>125Employees], Highly commended. Derek is now a Judge and site assessor for the TMMX [Manufacturer of the Year Awards] for the last 5 years, focusing on Operational Excellence.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Hide
OBA

Senior Consultant
H&M Operations Management

英嗣
大庭



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Phone: 860-670-1991

DAY 3: Friday | Pre-Recorded

Engineering Lean Culture

Session Summary:

Many engineers have developed the Toyota production system. They approach any problem with this engineering mindset, including "culture." In this session, I want to share a framework for analyzing the shop floor so that we can engineer TPS culture. a.Introduction b.Explanation of the framework (Understanding the "structure") c. The "structure" of culture.

Speaker Bio:

Hide Oba is a passionate practitioner, implementing Toyota Production System (TPS) philosophies to drive change in the organizations to accomplish business results for 20+ years. He has worked with many kinds and sizes of operations in different industries, such as automobiles, energy, food, etc. He has consulted in diverse countries by deepening his understanding of each culture and is skilled at managing and leading cross-functional teams. Developed, implemented & executed a corporate-wide training program, which balances both On-Job Training & Off-Job Training.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

I learned from my father, Hajime Oba, about the structure of the Genba.

- Recognizing the simple structure of Points - Lines - Areas - Body within Man, Machine, Material, Method, Management, and Philosophy as the foundation of Kaizen. Culture starts with understanding that such "structure" exists.
- My learning of Lean culture implementation begins with converting the good behaviors on the shop floor into standardized work
- Build the mechanism, system, and structure based on standardized work.

Arnout ORELIO

The Lean Mentor



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DAY 3: Friday | Pre-Recorded

The Story of the Boat: a 30 Minute Lean Transformation

Session Summary:

In this session I will tell you a story that will change your thinking, and provide you with a metaphor and common language for your (future) Lean transformations.

Speaker Bio:

Arnout Orelia has been working with Lean management since 1995. The last 17 years as a trainer, coach and consultant in health care. He helps physicians and other healthcare leaders who want to learn how to improve and become a self-reliant problem solver. Arnout focuses on teaching Lean leadership, as author, speaker and mentor, bringing top performance and high levels of productivity within everyone's reach. His mission is to make "more time for better health care". Based on all his experiences he has written two books about Lean thinking and leadership in health care. His latest book will be launched in September 2022.

All-Access Pass Special Bonus:

All-Access Pass holders will get a chance to win a digital copy of his upcoming book.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

Make learning and people development your objectives of the improvement process. Commit to self-development



Paul SMITH

Director
Shinka Management

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DAY 3: Friday | 7:00 am Pacific Time/ Pre-Recorded

Maintaining Focus and Awareness through Visual Management Lessons from Japan

Session Summary:

Visual Management is considered fundamental to Kaizen and Lean management culture in Japan, allowing issues to quickly be identified and addressed. Further, visual management is an effective tool for maintaining the focus and awareness of front-line staff with respect to key performance areas which a company is targeting, often with powerful results. Through photo and video examples, Paul will share simple, low-cost visual management applications from Japanese industry and society, and the thinking and psychology behind their use. The principles behind these examples can readily be adapted for use in your own organization, to improve safety, quality and productivity within your workplace

Speaker Bio:

Paul's expertise spans Japanese management practices, process analysis and optimisation. He completed a Masters and PhD at Kyoto University's Graduate School of Engineering as an awardee of a Japanese Government scholarship. Paul is Director and co-founder of Shinka Management, a consulting firm specializing in the transfer of Japanese management know-how to global industry. Shinka Management runs the Lean Japan Tour several times annually, showcasing the best that Japan has to offer in Lean management culture. The Shinka Management team has grown over the past decade to comprise a consulting team consisting of former Toyota factory managers from Japan and international experts with Japanese industry experience. The team spans Australia, Japan, North America, Latin America and Europe, and the company supports clients in over 60 countries.

All-Access Pass Special Bonus:

Shinka Management is extending a special discount to participants of the Virtual Lean Summit for participation on the Shinka Management Lean Japan Tour. Shinka Management will extend a US\$500 per person discount for the Lean Japan Tour for up to three participants from your company.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

We see too many companies spend too much time planning Kaizen programs and creating improvement structures – hoping to achieve “perfection” at the outset.

IF you have a can-do attitude within your workforce and you've achieved buy-in from your team up front, I'd suggest diving in and getting started and being comfortable with the idea that things will evolve – there will always be room for improvement.

**Stephen
BARELA**

Process Improvement/Change Management Intern
CDOT

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**Michelle
MALLOY**

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**Kaley
SMILEY**

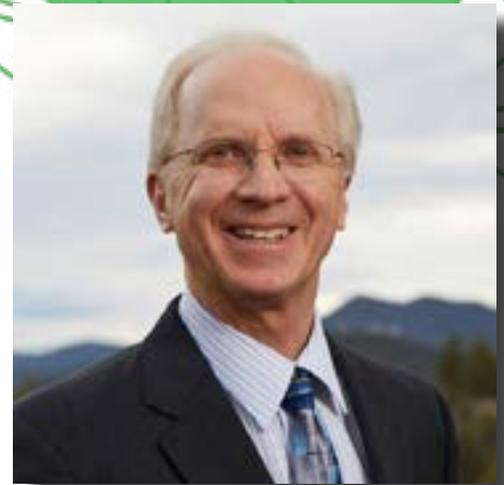
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Gary VANSUCH

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Colorado Dept. of Transportation



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DAY 3: Friday | Pre-Recorded

Making Public Service Better! Launching the Second Decade of Innovation, Improvement, and Engagement at CDOT

Session Summary:

Come and see what we are doing at the Colorado Department of Transportation (CDOT). We are improving our operations so we can deliver excellent services and products to all of our customers. We are working to engage everyone, every day at CDOT to make government services more effective, efficient and elegant. This is crucial for fulfilling CDOT's Mission:

"To provide the best multi-modal transportation system for Colorado that most effectively and safely moves people, goods, and information"

The Office of Process Improvement (OPI) has three main lines of service:

- Innovation & Engagement Services
- Business Project & Change Management Office
- Strategy Services

It is through these 3 lines of service that the OPI works to engage all CDOT'ers to improve their work processes, products and services. From the Lean Everyday Idea (LEI) Program for smaller front line improvement to the Concept to Project (C2P) Program that works to ensure that larger business improvements are successful and CDOT realizes their intended benefits. Finally, the OPI's Strategy service area engages others at CDOT to work together to design and execute strategic plans that drive CDOT's performance.

Speakers Bios:

We are the Office of Process Improvement team for the Colorado Department of transportation (CDOT), and we help others at CDOT in 2 primary ways: we help everyone get engage in improving our operations on a continuous basis, and we work to help ensure that each and every person can be successful with each and every change that impacts them.

Micro-Learnings (Notes):

1 _____

2 _____

3 _____

TOP TIPS:



Sannah VINDING

B2B Marketing Expert
Mind the Innovation

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DAY 3: Friday | Pre-Recorded

Is Lean Marketing Really a Thing? My Personal Journey When Establishing a Lean Marketing Team

Session Summary:

- Lean focuses on improving the systems as a whole
- Lean marketing strategy is the solution to immeasurable results. We all know that if you can't measure it, you can't improve it
- A Lean marketing model maximizes value for customers while running Lean with your resources.
- The Lean marketing framework is primarily focused on iteration, testing, and measurement as they are the core tenants of the Lean methodology.
- Frequent status meetings - share learnings - stay focused (my learnings: weekly meetings, team, data collection, feedback, learnings)

Speaker Bio:

Sannah Vinding is an engineer, B2B marketing strategist, and a process excellence executive who believes that curiosity, creativity, and critical thinking are the key skills to being innovative in today's fast-paced world. She is a creative business professional with about 20 years of experience in innovative product development, digital marketing, and agile/Lean methodologies. Sannah is forward-thinking with a proven track record of driving results in revenue, new product growth, and productivity, she is a naturally strategic thinker and creative problem solver equipped with an engineering know-how mindset.

All-Access Pass Special Bonus:

A Free Habit Tracker Form Download.

Micro-Learnings (Notes):

- 1 _____
- 2 _____
- 3 _____

TOP TIPS:

You can't do everything correct the first time
Embrace your journey
Show and share your learnings (failures)
with your team (make it a safe environment)



Virtual **LEAN**
SUMMIT