

Presentations and Speakers

Opening Address: Transforming Boeing Commercial Aircraft to Lean & Moving Assembly Lines

Ken Christie, 777 Boeing Production System Lean Mfg. Integrator

Ken presents traditional roles vs. future roles, tools, & lessons learned. Examples are from Boeing's Lean journeys, and from his other Boeing experiences. Ken has a lead role in a Team that recently changed part of 777 from a traditional static build process to a moving line, based on Toyota Production System principles. As the Communications Focus for this team, Ken assures employees' understanding of Lean, and is designated to describe "777 Lean" to VIPs visiting the largest building in the world.

Ken Christie joined Boeing in 1986, in 1997, 777's Director of Mfg asked Ken to become Lean Technology Implementation Manager, reporting to a newly appointed 777 Director of Lean. Ken is a Montana State University grad, holds 2 patents in assy technology, is a Certified Six Sigma Black Belt, is certified in Lean tools, and functions as Lean Consultant for Customer airlines worldwide.

Keynote Address: To Pull Or Not to Pull—What is the Question?

Mark L. Spearman, President and Chief Executive Officer of Factory Physics, Inc.

The terms "Lean" and "Pull" have become cornerstones for improving manufacturing supply chains. Unfortunately, there is little agreement and much confusion as to what these terms actually mean. This talk represents an effort to clear the air and put things on a more quantitative footing.

Mark L. Spearman is President and Chief Executive Officer of Factory Physics, Inc., a firm that provides complete productivity solutions for manufacturing and the supply chain. He holds a Ph.D. in Industrial Engineering. He and his coauthor, Wallace J. Hopp, of Northwestern University, wrote the book, *Factory Physics: The Foundations of Manufacturing Management* that was named the IIE Book of the Year (1998).

Closing Address: How to address the "missing links" in most performance improvement initiatives

Michael Bremer, President of The Cumberland Group – Chicago

Several common "missing links" often cause many business performance improvement efforts to fall short of management's expectations. With a few simple diagnostic steps you may recognize the missing links in your own company's performance improvement efforts. This session lays out a framework that a senior management team can use to perform a diagnostic assessment and replace any missing links to ensure more successful performance improvement.

Michael Bremer is President of The Cumberland Group – Chicago, a Senior Engagement Manager for Motorola University, CFO for the Association of Manufacturing Excellence and lecturer for the University of Chicago & Loyola University. He is a Motorola certified MBB and is teaching Lean certification classes for AME/SME.

1: Quick, Repeatable Setups. You mean we need both?

Tom Warda, Kodak Operating System Technical Leader Graphic Communications Group

Quick setups are an absolute requirement for true Lean manufacturing. Many people have managed to reduce their setup times so they can make smaller batches, but now have problems with increased lot-to-lot variability. Wouldn't it be nice to reduce setup times and actually reduce that variability? Tom will share a proven process and real life examples of how Kaizen teams at Kodak have done just that – with amazing and entertaining results.

Tom Warda is a Kodak Operating System Technical Leader and Six Sigma Black Belt at the Eastman Kodak Company. Tom has been at Kodak for 31 years and currently works in the Graphics Communications Group.

2: Creating a Lean Culture: Process Focus and Leader Standard Work

David Mann, Steelcase

A key in transforming from batch to Lean production is shifting management's exclusive focus on results to emphasizing focus on process. "What does process focus mean? How do we do it?" This presentation addresses these questions with a concise model, specific steps, and tools in what Steelcase now refers to as a "Lean Management System", reflecting lessons from 40+ lean conversions.

David Mann has been with Steelcase since 1987. His professional positions include Shingo Prize examiner, AME regional board, AME's Target editorial board, Lean Education Academic Network industry advisor, St. Mary's Healthcare Lean Advisory Board, Ohio State University operations management adjunct faculty. Author of: *Creating a Lean Culture*, awarded the Shingo Prize in 2006.

3: TWI –The Foundation of Lean Thinking

Donald A. Dinero, Pincipal Round Pond Consulting Services

TWI has been called the foundation of Lean Thinking because it trains people in the fundamental skills required in a Lean organization. TWI consists mainly of three "J" programs. Job Methods teaches one how to see and eliminate waste. Job Instruction teaches one how to transfer knowledge to another person and results in standardization of processes. Job Relations teaches how to deal with personnel situations in a non-emotional manner.

Donald A. Dinero, PE, CPIM, the principal of Round Pond Consulting Services helps companies implement Lean principles and believes that the Lean movement is hindered by its omission of TWI. Mr. Dinero delivers both training and Train the Trainer in all three of the 'J' programs.

4: Implementing standard work and the human side of Lean in a repetitive, automotive like manufacturing environment.

Dean Mingo, Director of Operations for Manufacturing Systems at Genie Industries

Genie Industries has been implementing the “hardware” side of lean (Kanban, 5-S, Moving Lines, Heijunka Boxes, Poke Yoke, etc.) for over 10 years. In 2006 they added an initiative to implement Lean management methods to compliment the “hardware” side and optimize performance in manufacturing. Standard work and daily kaizen as well as other Lean management methods will be discussed.

Dean is the Director of Operations for Manufacturing Systems at Genie Industries He brings together a unique combination of experiences having been involved early on in developing Genie’s Total Quality program as well as today’s TPS Lean management initiatives while taking their scissor manufacturing plant from a start up to \$250M in revenue.

5: Leadership in Compression

Robert W. “Doc” Hall, Professor Emeritus of the Kelley School of Business, Indiana University

Lean and quality working tools introduce disciplines useful for meeting the expected future challenges of: chronic shortages, environmental degradation, and the fallout from globalization. What’s needed is a working culture using Lean tools – and more – to create enterprises in which all employees are regarded as professional, that collaborate to overcome complex problems from many directions. The key to unraveling this is leadership to migrate to a new working culture, and it has to come from the top.

Dr. Hall is Professor Emeritus of the Kelley School of Business, Indiana University. He is a founding member of the Association for Manufacturing Excellence, and is now editor-in-chief of its publication, Target. He has been an examiner for the U. S. Malcolm Baldrige National Quality Award, a judge for the Pace Award (innovative auto suppliers), and reviewed applicants for Industry Week’s annual 10 Best Plants competition, engineering, Lean Manufacturing and business process re-engineering.

6: Latino vs. Hispanic: What’s in a Name!

Carlos R. Ortiz MD, Senior Vice President for Medical Services, Thompson Health

With the Latino population in the US now consisting of over 42 million and thus the largest minority group, it is important to appreciate the vast diversity that exists within this population. This presentation will give a historical viewpoint as to the development of the terminology and progress of this ethnic group in the US.

Dr. Ortiz is originally from Puerto Rico. He did his undergraduate and medical school education at the University of Puerto Rico. At the Genesee Hospital, he was Medical Director of the Intensive Care Unit, Pulmonary and Critical Care Division Chief and finally Chairman of the Department of Medicine. He currently is the Senior Vice President for Medical Services and Medical Director of Thompson Health in Canandaigua, New York.

7: Policy Deployment - A Path for Lean Success

John L. Gould, Senior Consultant, Simpler Consulting

Many companies have successfully implemented Lean tools achieving significant results. As results are compounded they often find that major market issues continue to plague them. This is a result of using the Lean tools as an end in itself rather than developing a “Strategy” for success and then using the “Lean Tools” as a tactic for achieving this strategy. Policy Deployment defines the direction for a successful Lean implementation by integrating the goals of an organization from top to bottom and providing a mechanism to drive successful strategy implementation.

Mr. Gould is a Lean Master with 17 years experience with Lean-Sigma gained while an executive with Danaher Corporation and Tutthill Corporation where he was a Division President with both companies. As a consultant with Simpler Consulting and the Six Sigma Academy he has assisted major corporations achieve transformations to Lean status. Mr. Gould is also a Six Sigma Master Black Belt.

8: Lean for ISO NOW WHAT?!

Jim Benz and Carol B. Wright, Enterprise Solutions, Inc

Join us for some real world war stories on how to implement Lean, ISO and IT projects so you can survive and prosper. These are the things they never taught you in school! The speakers have consulted in more than 300 businesses over the last several decades and know how to get things done. They will share meaningful insights with the attendees.

Carol Wright is a Principal Consultant and co-owner of Enterprise Solutions, Inc., and has over thirty years of senior level corporate management, systems management and consulting experience in a wide variety of areas, systems development, budget development & cost management, and quality planning & deployment.

Jim Benz is a Principal Consultant and co-owner of Enterprise Solutions, Inc. He has over thirty years of experience in corporate management, manufacturing and consulting in the areas of strategic business & sales planning, Quality and ISO 9000 implementation, manufacturing and management.

9: Effective Value Stream Mapping in the Emergency Department

Sue Kozlowski, MSA, MT(ASCP)SBB DLM ~ SSB(ASQ) Six Sigma Black Belt, St. John Health

A busy Emergency Department (ED) presents challenges when mapping the value stream. St. John Health shares effective techniques and lessons learned from mapping the five EDs within their health system. In this case study presentation, emphasis will be on the following key areas: development of the ED Value Stream; how to document ED flow; how to collect cycle time data; how customers distinguish value-added from non-value-added activities; and Lean or Lean Six Sigma project selection.

Sue Kozlowski is a Lean Six Sigma Black Belt at St. John Health. Sue coordinates the Lean Six Sigma educational program at St. John Health. In addition, she is an Adjunct Associate Professor in the Eugene Applebaum College of Pharmacy and Health Sciences at Wayne State University.

10: Lessons from ‘Quantum Improvers’: Strategies for Effective Goal Setting that Get Results

Greg Butler, Executive Vice President for Chip Caldwell & Associates

What are the critical variables that determine which organizations consistently exceed their prior performance? Participants will learn “Quantum Improver’s” techniques for:

- Effective Benchmarking and Goal Setting
- Maintaining the “Big Q vs. little q Focus”
- Removing the Barriers-to-Change
- Achieving Speed-to-Action
- Increasing accountability for implementation and results

Greg Butler is Executive Vice President for Chip Caldwell & Associates and brings more than 25 years of experience in the healthcare industry. During his career, Greg has held leadership positions with some of the country’s leading healthcare manufacturers, service providers and consulting firms.

11: Integration of Clinical and Operational/Service Results to Enhance Organizational Knowledge

Sharon M. Pepper, Senior Vice President, Senior Living Services and Kathy Grimes, Director of Operations, Thompson Health

This presentation focuses on a practical way for senior leaders to review both clinical and operational/service results in an integrated setting to manage organizational knowledge, drive decision making, and prioritize opportunities for improvement. The attendee will receive electronic adaptable templates to facilitate the process back in their own organization as well as a step-by-step process for implementation.

Sharon Pepper, Senior Vice President for Senior Living Services at Thompson Health is Administrator of Thompson Health’s M.M. Ewing Continuing Care Center and Senior Communities. Ms. Pepper has considerable experience in the continuum of care, has lead new organizations, built and expanded existing organizations, and has dedicated her career to the pursuit of excellence in care for seniors.

Kathy Grimes is Director of Operations at Thompson Health in Canandaigua, NY. Ms Grimes has over 25 years experience in healthcare and higher education in a variety of operations roles. She serves on the Board of Examiners for the Malcolm Baldrige National Quality Award as a Senior Examiner, and is a Senior Reviewer for New York’s Governor’s Award for Quality.

12: “Lean = Lean?” Let’s Explore the Possibilities!

Pat Kelly Lee, Management Consultant

With the increasing pressure of “Lean Healthcare Reimbursement”, can “Lean Techniques” be the answer? During this session, the possibilities of successfully applying this philosophy within healthcare will be explored. Participants will be challenged to think through this question during this session

Patricia Kelly Lee is an accomplished management and engineering professional with more than 20 years of experience in performance improvement, Lean techniques, project management, and redesigning operations to improve operational efficiency, realize cost reduction and improve quality.

Ms. Lee teaches a graduate class in Analytical Techniques at The University of Pittsburgh and is on the Dean of Engineering’s Visiting Committee.

13: Data Analysis Tips and Techniques (Fun with Excel Pivot Tables and Minitab)

Eric Alden, Xerox Lean Six Sigma Master Blackbelt

Data is everywhere! The challenge is to deliver action plans based on the data analysis. This talk will:

- Define the structure of “Standard Database Format”
- Review simple Excel Database Functions such as Filter and Sort
- Demonstrate the ease in which Minitab and Excel work together
- Introduce Excel “Pivot Tables”, a very powerful tool at everyone’s fingertips

Laptops are welcome, but not required.

Eric Alden is a practicing quality professional supporting the Rochester area for over 20 years. Eric is a Xerox Lean Six Sigma Master Blackbelt, and is currently working for Xerox as a Reliability Manager. He holds a Master’s degree from RIT in Quality and Applied Statistics.

14: Lean Six Sigma

Dave Wallace, Julie M. Cooke and Franklin I. Allen, Highland Hospital

The objective of this Lean Six Sigma project was to monitor and impact the patient flow within the Highland Hospital Emergency Department. The measures analyzed were patient length of stay within the emergency department (LOS), diversion hours (Code Red) and patients who left the facility without being seen by a healthcare provider (LWBS).

Julie M. Cooke is a member of the Quality Management team of Highland Hospital. Julie has 14 years of experience in quality and has been recently certified as a Six Sigma Black Belt.

David G. Wallace has over 20 years experience in Engineering and Project management. He is a PMP certified project manager and a Six Sigma Black Belt.

Franklin I. Allen is a manager within Highland Hospital and has several years of management and manufacturing experience. Franklin is a certified Black Belt.

15: Lean Sales & Marketing

Brent Wahba, President of Strategy Science Inc. and Rob Perrilleon, Director Sales Development, Element K.

This talk provides an overview and examples of how to apply proven Lean methodologies to identify and eliminate waste in a sales and marketing organization while simultaneously driving the enterprise to deliver higher value products and services. The results are lower costs, higher margins, and a more motivated, productive sales and marketing workforce. Brent Wahba is the president of Strategy Science Inc., a New York-based product development and strategy consulting / training firm.

Rob Perrilleon has 15 years sales, sales management, and marketing experience and is currently Director, Sales Development, Element K.

16: Cut Through the Organizational Fog and Discover the Magic of Vision

Bill Gormont, Eastman Kodak Company

Buried in the massive detail of the process? Trying to lead an improvement project and nobody's following? Feeling overwhelmed and under-appreciated? Not sure if you're the leader or the led? You're probably lost in "The Organizational Fog". This program will help you become more successful as you learn how to Cut Through the Organizational Fog and Discover the Magic of Vision.

Bill Gormont has over twenty-five years of leadership experience in a variety of managerial roles with Eastman Kodak. Bill has extensive experience in equipment commercialization as well as applied understanding as a Malcolm Baldrige National Quality Award Examiner and Six Sigma Quality Black Belt Practitioner.

17: Delivering Results through Lean Sigma Methods in a Domestic Electronic Manufacturing Services Company

Donald S. Doody and Mark Talmadge, IEC Electronics

IEC Electronics made a commitment to implement Lean Sigma as a way of life. We did it using the basics. We got top management commitment, involved all aspects of the business, got buy in and feedback from all levels of employees, and took action. The key part of the process is setting forth a vision, sticking to it and involving everyone. The Lean Sigma efforts led directly to a number of tangible results, which have been sustained. Attendees will take away the basic tools and steps to implement and maintain a Lean Sigma environment.

Donald S. Doody earned a Masters' degree in Industrial Sciences from Colorado State University. Don is a certified BB and is a former GE MBB. Currently he is employed as VP of Operations at IEC Electronics.

Mark Talmadge earned a Bachelor of Technology in Manufacturing Engineering degree at Rochester Institute of Technology. He has 13 years of contract electronic assembly experience at IEC Electronics.

18: Achieving Lasting Results: Lessons for Organizations and Individuals

Ed Biernat, Consulting with Impact, Ltd. and Jeremy Biernat, Tall Trainer Fitness Systems

In this highly interactive presentation, Ed and Jeremy Biernat will outline how to achieve success in targeting and achieving results. In this presentation you will learn:

- How to set targets that yield lasting results
- The top five reasons people and companies can't shed pounds
- What to do when you plateau, and what to do when you are losing ground
- How LEAN techniques can help you lose weight and how strength and conditioning tools can help your company become LEAN

Edward Biernat is the president of Consulting With Impact, Ltd., a locally based continuous improvement consultancy, and is a certified Lean Six Sigma Black Belt. Ed has served as the Vice President of Corporate Quality at PSC in Webster, NY before starting CWI in 1997. He is also an instructor in Monroe Community College's Lean Six Sigma certification program.

Jeremy Biernat is a Certified Strength and Conditioning Specialist as well as a Certified Personal Trainer. Jeremy started Tall Trainer Fitness Systems in Canandaigua, NY, where he creates personalized exercise solutions tailored to the individual client.

19: Agile Software Management

Dr. Kishore, Associate Professor, School of Management SUNY Buffalo

Only 29% software projects are completed successfully. In response to this "crisis," one of the initiatives undertaken by the software community is the development of agile software development methods. This talk by Dr. Rajiv Kishore will provide an overview of the philosophies, principles, and practices in the area of agile software project development and management.

Dr. Kishore's primary research interest is in improving organizational and IT performance through the effective management of global IT and business process outsourcing projects, agile enterprise and business process integration, and technology and innovation management. Dr. Kishore has published numerous articles in scholarly journals and refereed proceedings and has presented his research at various international, national, and regional conferences.

20: Business & Competitive Intelligence, Techniques, and Research using the web.

Ellen Reen, Insyte Consulting

The professional practice of business and competitive intelligence, like many other fields requires extensive use of online search tools. The Internet has made finding information easier than ever. This session will introduce attendees to the concepts of business and competitive intelligence research and advanced Internet searching skills. It will also discuss the differences in Internet search tools.

Ellen Reen has more than 20 years experience as an information and business intelligence professional in a variety of industries. Her experience includes directing efforts to organize, manage and disseminate competitive and business intelligence throughout organizations. MS Reen has also established and implemented systematic processes for monitoring sources of information and disseminating intelligence.