Fourth Annual
Continuous Improvement and Innovation Conference
Wednesday, April 19, 2017
Kansas Wesleyan University | Student Activities Center
100 E. Claflin Avenue | Salina, KS
MANUFACTURING TRACK
This track deals with all leaders, suppliers, vendors, individuals, and teams that engage in the manufacturing processes. If you are a manufacturer that deals with the process of converting raw materials into finished products, you will learn new tools, skills, and processes.

CITY GOVERNMENT TRACK
This track deals with all leaders, suppliers, individuals, and teams that seek innovation in local government organizational processes and outcomes. Lean government proponents generally believe that the government should cut waste and inefficiency from government organizations; this will result in better services overall, as well as more value for tax-supported programs and services.

SMALL BUSINESS TRACK
This track deals with all leaders, suppliers, vendors, individuals, and teams that engage in small businesses. They are normally privately owned corporations, partnerships, or sole proprietorships—that is, small businesses that range from 15 to 50 employees to fewer than 500 employees. This track explores effective and efficient processes to optimize customer satisfaction.

INNOVATION TRACK
This track deals with all leaders, suppliers, individuals, and teams that seek innovation in organizational processes and outcomes. Innovation engineering helps companies create an innovation culture that builds confidence and capability with individuals and teams working on very important opportunities.

PROFESSIONAL DEVELOPMENT TRACK
This track deals with personal professional development. It's important to learn how to network, in person and on social media, as well as learn how to sell yourself to others. This track also includes techniques for deciding what to do after graduation and deciding what career path to follow.

ABOUT THE CONTINUOUS IMPROVEMENT AND INNOVATION CONFERENCE
Wednesday, April 19, 2017
Salina sits in the central part of our beautiful state. We feel that leadership in improvement and innovation also needs to sit in the central part of our state. All organizations strive to produce results, but producing short-term results does little to move us toward our goals. Product quality, service superiority, and increased contribution to the bottom line are all marks of organizational excellence.

The Fourth Annual 2017 Continuous Improvement and Innovation Conference is an opportunity to share an in-depth look at success stories that demonstrate results from the applications of Lean, continuous improvement, and innovation management. Our vision is to connect, network, and share the resources of our beautiful state!

VENDING NOW
Trend with us!
#CiiC2017

* Great networking opportunity
* Free for your company
* Create awareness for your organization
* 150—200 attendees at conference
* Get involved in our social media-themed fair!
7:30 AM | REGISTRATION AND CONTINENTAL BREAKFAST
8:30 AM | WELCOME AND INSTRUCTIONS

**SESSIONS**

<table>
<thead>
<tr>
<th>Time</th>
<th>Manufacturing (MC)</th>
<th>City Government (CG)</th>
<th>Small Business (SB)</th>
<th>Innovation (IN)</th>
<th>Professional Development (PD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 AM</td>
<td>Eight Forms of Waste and Their Impact on Flow</td>
<td>Ongoing Case Study of the City of Salina: Results After 4 Years</td>
<td>The Brilliance of Benchmarking: Learn From the Best</td>
<td>Business Excellence (BEx) Introduction</td>
<td>Competing in Today's World</td>
</tr>
<tr>
<td>10:00 AM</td>
<td>Improving Process Flow</td>
<td>How to Create a Continuous Improvement Culture by Applying Lean principles</td>
<td>Data Mining: Communications to Show and Tell</td>
<td>Business Excellence (BEx) Challenges</td>
<td>How to Do Networking</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>Total Productive Maintenance</td>
<td>Learn how to Engage Others in Eliminating Waste</td>
<td>Project Management Applications for a Service Business</td>
<td>Business Excellence (BEx) Details</td>
<td>Elevator Pitches: Sell Yourself in 30 Seconds</td>
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12:00 | LUNCH

12:40 PM | SHARING SUCCESS (talk with companies and organizations that have adopted continuous improvement and innovation practices)

**ROUND ROBIN**

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<td>1:30 PM</td>
<td>A3 Thinking</td>
<td>Improving Quality Assurance in the 911 Dispatch Unit</td>
<td>Decision Making Made Easy</td>
<td>Business Excellence (BEx) Case Studies</td>
<td>Social Media Networking for Careers</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>Applying TPM Tools and Systems at Your Site</td>
<td>Efficiency Improvements in the Police Department</td>
<td>Creativity Tools for New Ideas</td>
<td>Integrating Innovation Engineering and Lean Six Sigma</td>
<td>Choosing a Career Path After Graduation</td>
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<tr>
<td>3:30 PM</td>
<td>Tools and Tips for TPM/Lean Manufacturing</td>
<td>Innovations in Landfill Cell Design</td>
<td>People: The Key to Success in all Quality Programs</td>
<td>Are You Ready for a Lean Six Sigma/Innovation Journey?</td>
<td>Starting a Business After Graduation</td>
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Manufacturing

MC 9:00 AM
-Understand the eight forms of waste and their impact on flow Black & Veatch

MC 10:00 AM
-Reduce variation
-Remove activities that don’t add value
-Improve customer satisfaction Serenity Johnson

MC 11:00 AM
-Total Productive Maintenance basics
-Maintain and improve systems Bob Knoth

MC 1:30 PM
-Develop the culture to implement the A3 system Serenity Johnson

MC 2:00 PM
-Tools for production and quality systems to add value to an organization Bob Knoth

MC 2:30 PM
-Manufacturing Career Path Q&A

MC 3:00 PM
-Apply TPM tools and systems at your site Bob Knoth

MC 3:30 PM
-Today’s ideas for TPM/Lean manufacturing

City Government

CG 9:00 AM
-Five key strategies that guide city efforts Jason Gage (City Manager)

CG 10:00 AM
-Key principles for creating a continuous improvement culture Bryon Johnson (Process Improvement Director)

CG 11:00 AM
-Eight categories of waste Bryon Johnson (Process Improvement Director)

CG 1:30 PM
-Improvements in the 911 dispatch unit Amber Anderson (Quality Assurance Team Lead)

CG 2:00 PM
-Improvements made in the municipal court during 2016 Lieu Ann Everhart (Administrative Court Supervisor)

CG 2:30 PM
-City Government Career Path Q&A

CG 3:00 PM
-Improvements in the police department Sean Morton (Deputy Chief)

CG 3:30 PM
-Changes in cell design that will result in reduced landfill costs Ron Rouse (Superintendent of Landfill Operations)

Small Business

SB 9:00 AM
-Learn the basics of benchmarking, benchmarks, and performance improvement.
-Case review.

SB 10:00 AM
-Learn about tools and actual cases that develop smaller systems
-Communication, creativity, and assessment for employees and customers

SB 11:00 AM
-USD 305 streamlined project management method
-How to adapt to your environment Kris Upson

SB 1:30 PM
-Basic criteria for standardized decisions

SB 2:00 PM
-Teams can be helpful or stumbling blocks
-Learn how to develop teams

SB 2:30 PM
-Small Business Career Path Q&A

SB 3:00 PM
-Actual tools to improve your business now

SB 3:30 PM
-5 basic levels learned

Dr. Paul Hedlund is an Associate Professor at Kansas Wesleyan University, where he teaches leadership and marketing. Hedlund has trained hundreds of employees for organizations in the public and private sector for the last 25 years. Hedlund’s consulting practice includes schools, government, and large and small businesses in a variety of industries. He is also the author of The Learning Organizational Toolbelt System. Paul received his doctorate in educational leadership at Kansas State University.

Bob Knoth is the Lamp Production Leader at Philips Lighting. He drives Lean implementation and is the lead for its TPM program. He has benchmarked TPM programs around the world and has a BS degree in Applied Math from the University of Maine and an MBA from Kansas Wesleyan University.

Serenity Johnson has years of change management and Lean Six Sigma experience in healthcare. She is a certified LSS Black Belt and a Green Belt instructor and coach. Serenity focuses on improving patient care. She graduated from Bethany College and has an MBA from Kansas Wesleyan University.

Bryon Johnson is currently working as the Director of Process Improvement for the City of Salina, Kansas. He has a bachelor’s degree from the University of Utah, a Six Sigma Black Belt, and a Six Sigma Master Black Belt from Brigham Young University.

Jason Gage has been the City Manager for the City of Salina, Kansas, since 2005. Prior to coming to Kansas, he was the City Manager in Stillwater, Oklahoma. He holds an MPA from the University of Missouri.
### Innovation

**IN 9:00 AM**
- BEx introduction
- Energize emerging leaders with the structure, methodology, and tools that will make them truly effective

**IN 10:00 AM**
- Mechanisms necessary to accelerate innovation, growth, leadership, and value creation in any organization

**IN 11:00 AM**
- Leverage elements of venture capitalism, crowdsourcing, and collaborative leadership to build a lasting culture of innovation

**IN 1:30 PM**
- Practical case studies in business innovation

**IN 2:00 PM**
- Tools for business excellence in culture and leadership

**IN 2:30 PM**
- Innovation Career Path Q&A

**IN 3:00 PM**
- Integrating innovation engineering and Lean Six Sigma
- Increase the speed of Lean Six Sigma implementation and reduce the risk of failure

**N 3:00 PM**
- How to determine if your organization is ready for a Lean Six Sigma/Lean Innovation journey

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**Hyleme George** serves as Business Excellence Black Belt for Black & Veatch, where he leads projects, mentors professionals, and consults for senior leaders in the delivery of critical business improvements and innovations for Black & Veatch. He holds a degree in business administration from the University of Kansas.

**Ed Croteau** serves as a BEx Innovation/Value Creation leader for Black & Veatch. Throughout his career, Ed developed BEx as a global program for innovation, leadership development and value creation. Ed holds a Bachelor in Mechanical/Structural Engineering from the University of Connecticut and certifications in New Product/Process Design, Continuous Improvement and Lean from General Electric.

**Mike Niedenthal** is Director of MAMTC's Overland Park office and is Program Manager for MAMTC's Lean Innovation services. Mike also worked in manufacturing management for 15 years. He has an MBA from Kansas University and a BSIE from Kansas State University.

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### Professional Development

**PD 9:00 AM**
- Learn tools that will help keep you upright in tumultuous external environments Larry Straub

**PD 10:00 AM**
- How to compete in today's world
- Networking expectations today Owen Freiburger

**PD 11:00 AM**
- How to sell yourself in 30 seconds (elevator pitches)
- Be interesting, memorable, and succinct Paul Hedlund and Larry Straub

**PD 1:30 PM**
- How to use social media to network for your career Courtney Miller (KWU Career Coordinator)

**PD 2:00 PM**
- Deciding whether to choose graduate school or a career path Howard Mahan

**PD 2:30 PM**
- Professional Development Career Path Q&A

**PD 3:00 PM**
- How to choose a career path after graduation Joey Long

**PD 3:30 PM**
- How to start a business right after graduation Morgan Miller

Larry Straub, D.M., has over 30 years of experience as a business executive specializing in strategic management, human resources, and organizational development. His 25 years as Chairman and CEO of Straub International, Inc. has helped grow the company into one of the largest farm equipment dealerships in North America. Dr. Straub has been an adjunct professor for both Kansas Wesleyan University and Friends University. He has a Doctor of Management degree from Case Western Reserve University.

Howard Mahan is a current MBA student at Kansas Wesleyan University.

Joey Long earned a bachelor's degree in business management in the spring of 2016.

Morgan Miller, a 2015 KWU alumnus, graduated with a triple business major. She tells about her journey of starting an clothing business, both online and with a physical retail location.
The City of Salina has emphasized a culture of high performance. The idea of continuous process improvement (CPI) seems like common sense. The City took the leap into CPI by introducing Lean/Six Sigma and Theory of Constraints principles. The purpose behind these principles is to identify and eliminate time that does not add service value, improve both service efficiency and quality, and maximize our time.

Philips Lighting is improving people's lives through meaningful innovation. At Philips, we strive to make the world healthier and more sustainable through innovation. Our goal is to improve the lives of three billion people a year by 2025. We will be the best place to work for people who share our passion. Together we will deliver superior value for our customers and shareholders. We are eager to win, take ownership, and team up to excel.

Mamtc provides a regional manufacturing resource for businesses by improving the efficiency and quality of manufactured goods. Innovation is everybody's job; you don't have to do it alone. An innovation culture brings the "power of many" to the challenge of maintaining a robust pipeline of innovative ideas for your company's growth.

Salina Regional Health Center specializes in the good life. And we believe in passing it along. Our commitment to excellence makes a difference in people's lives so you can have the confidence that comes from getting better and stronger every day. At Salina Regional, it's all about delivering confidence for today, for the future, and for your good life.

The Kansas Wesleyan University Business Department's mission is to support the education of our business majors by creating state-of-the-art learning experiences that promote business and organizational excellence. The mission of Kansas Wesleyan University is to promote and integrate academic excellence, spiritual development, personal well-being, and social responsibility.

Black & Veatch's mission is to build a world of difference. They focus on designing and constructing the best infrastructure and also on enriching the communities in which they work and live. Their dedicated workforce teams together to fulfill its mission over six continents. Black & Veatch values strong relationships with clients, trustworthy partnerships, and improved quality of life in communities around the world.