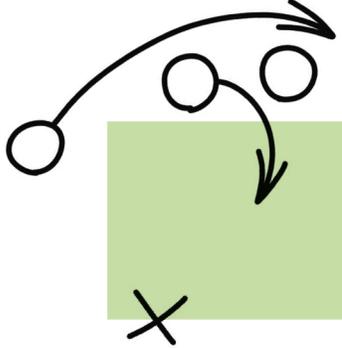




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## REGISTRATION & HOTEL INFORMATION



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# 2020 CONTINUOUS IMPROVEMENT CONFERENCE

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### WHAT PEOPLE ARE SAYING:

"...one of the best conferences I have attended. I came back with 12 pages of ideas and action items to consider implementing. Thank you for delivering such a worthwhile event"

"If you are looking for an educational conference that can light a fire in your organization, this is it!"

"We plan on attending every year. It is beneficial for anyone at any level of an organization."

**WANT TO TEST YOUR CI KNOWLEDGE?**  
 Go to [ci.printing.org/ci-quiz](http://ci.printing.org/ci-quiz), take our short quiz, and be eligible for a cash drawing.

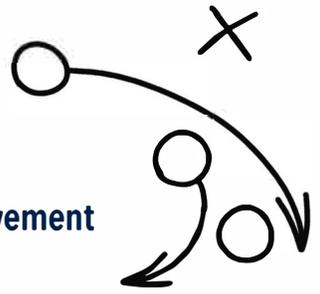


# 2020 CONTINUOUS IMPROVEMENT CONFERENCE

Developing Your Playbook for Success  
 APRIL 5-8 • COLUMBUS, OHIO

# 2020 CONTINUOUS IMPROVEMENT CONFERENCE

Developing Your Playbook for Success



## What's in your CI Playbook?

This year's theme, *Developing Your Playbook for Success*, recognizes that every company needs its own playbook in which it can cultivate the tools, knowledge, and resources for operational excellence. At CI 2020, we will help you fill that playbook with the most up-to-date information and real-life examples that you can use to cut costs, reduce waste, and improve performance. You'll also hear from experts on how to motivate others and inspire lasting change so that you'll have fewer Hail Marys and broken plays.



## At the 2020 Continuous Improvement Conference, you can expect to:

- Learn how to plan for the future and protect your company's survival
- Hear real stories of how companies use advanced approaches to cut costs and increase productivity
- Be inspired from nationally-known authorities in operational excellence
- Grow your management skills in cultural transformation and leading through change

It is ideal for executives and managers playing a vital role in seeking operational excellence. You'll be surrounded by like-minded professionals who want to make a difference in their organizations!

## KEYNOTES



**Mike Hoseus**  
*Executive Director, Center for Quality People & Organizations*

### HOW TO CREATE A SYSTEM OF PEOPLE WILLING AND ABLE TO SOLVE PROBLEMS

Many companies embarking on a Lean journey become frustrated with kaizen events and isolated improvement projects that yield great short-term results but have limited sustainability. They are searching for something more: the culture of continuous improvement with its philosophy, processes, and people aligned to cultivate problem solving. Learn how to create a system of people who are willing and able to solve problems.

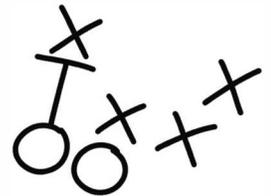


**Karen Martin**  
*President, TKMG, Inc.*

### CHOOSE TO BE OUTSTANDING

Discover the essential ingredients that drive exceptional

performance. Learn how to strip away unnecessary complexity to enable the levels of performance and innovation that make an organization truly OUTSTANDING. Proven, practical, and surprisingly simple, Karen's system focuses on four key behaviors for excellence—clarity, focus, discipline, and engagement—that, once instilled into a company's DNA, open the door to sustainable growth, profit, and a deeply engaged workforce.



**Travis Russell**  
*Production Manager, US Synthetic*

### OUR QUEST FOR OPERATIONAL EXCELLENCE

Creating real change in an organization requires that you change people's habits and behaviors, the sum of which is your culture. Getting employees to think and act differently is the key. Hear the story of how manufacturer US Synthetic developed a change management approach that not only helped it win The Shingo Prize, world's highest standard for operational excellence, but also created a continuous improvement culture that has driven consistently strong results.



**David Veech**  
*President, D. Veech & Company, Inc.*

### THE IDEA FARM

Change is sweeping through organizations at an exciting and challenging pace. Those who can't

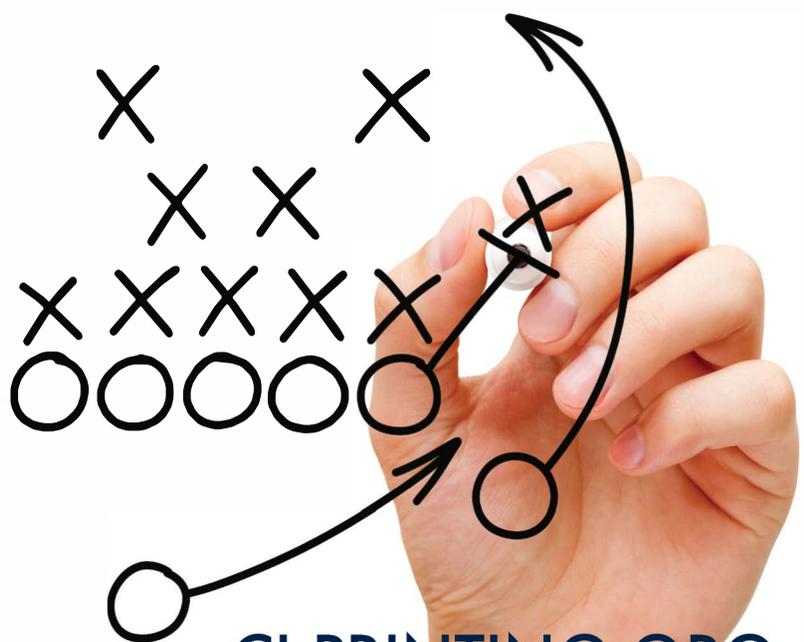
embrace this or build resilient systems will suffer in many ways. Building resiliency skills in the workplace is the best preparation for any kind of change. To build these skills, you'll need a system that allows ideas to surface and then flourish through collaborative refinement that leads to more ideas. In short, what you'll need is an idea farm.



**Dave Macfarlane**  
*President, IC Group, Inc.*

### OUR TRANSFORMATION: FROM 5S TO GEMBA WALKS

The IC Group, a provider of print and marketing solutions, has been harnessing the power of continuous improvement and technical innovation to reduce waste, meet stringent service requirements, and focus on customer-defined value. Many Lean tools are in use, and the latest to be introduced—daily Gemba walks—have proven effective in improving team communications and solving problems before they snowball and impact customers. Hear about the progress and challenges as IC Group continues its Lean journey.



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