



# 2011 MICHIGAN LEAN CONFERENCE

**Date:** August 10-11, 2011  
**Location:** The Hagerty Center at Northwestern Michigan College  
1701 E. Front Street  
Traverse City, MI 49686  
Look for Signs: Great Lakes Campus; McManus Archway

<http://www.nmc.edu/resources/hagerty-center/about/contact-us.html>

**Who Should Attend:** Those who believe lean principles play a key role in Michigan’s turnaround by living the principles in our businesses and governments.

## Day 1: August 10

<u>Time</u>	<u>Activity</u>	<u>Leader</u>
11:00 AM - 12:30 PM	Registration, Lunch & Networking	All
12:30 PM – 1:00 PM	Welcome, Introductions and MLC Overview	Jason Schulist, MLC Chair
1:00 PM – 1:30 PM	Northwestern Michigan College Overview	Executive from NMC
1:30 PM – 3:00 PM	Speed Networking Session	All
3:00 PM – 3:30 PM	Networking Break	All
3:30 PM – 4:30 PM	Keynote Speech and Q/A	<b>Dr. Richard Zarbo</b> Sr. Vice President and Chair of Pathology and Laboratory Medicine, Henry Ford Health System
4:30 PM – 5:00 PM	Review the Schedule and Reflection	<b>Debra Levantrosser Setman</b> MLC Vice Chair
5:00 PM – 6:30 PM	Reception Cash Bar with MI-Made beverages	All
6:30 PM – 8:00 PM	Networking Dinner: A Movable Feast	All



# DAY 2: August 11

<u>Time</u>	<u>Activity</u>	<u>Leader</u>
<b>7:30 AM - 8:30AM</b>	<b>Breakfast &amp; Networking</b>	<b>All</b>
<b>8:30 AM – 9:30 AM</b>	<b>Keynote Address with Q&amp;A</b>	<b>Jeffrey Liker, Ph.D.</b> Professor of Industrial and Operations Engineering at the University of Michigan Author, <i>Toyota Under Fire</i> and <i>The Toyota Way</i>
<b>9:30 AM – 10:30 AM</b>	<b>Leadership Panel</b> <ul style="list-style-type: none"> <li>○ G.S. Clarke, Founder, Clarke Consulting</li> <li>○ Mark Graban, author of <i>Lean Hospitals</i></li> <li>○ Brian Jacobs, Ph.D., P.E., Assistant Professor, Department of Supply Chain Management, The Eli Broad of College Business, Michigan State University</li> <li>○ Ken LePage, Associate Vice President - Process Excellence St. Joseph Mercy Oakland Hospital, Trinity Health</li> <li>○ Ed Sosnowski, Program Manager—Open Solar, United Solar Ovonic</li> <li>○ Moderator: Debra Levantrosser Setman</li> </ul>	<b>Panelists &amp; Moderator</b>
<b>10:30 AM – 11:00 AM</b>	<b>Networking Break</b>	<b>All</b>
<b>11:00 AM - 12:30 PM</b>	<b>Break Out Sessions lead by Michigan companies (select one)</b> <p><u>Choice A:</u> The Human Component of Continuous Improvement, Robert Amid, Jedco Inc.</p> <p><u>Choice B:</u> Leadership and Culture: The Foundation for Lean and Safe, Michael Taubitz, FDR Safety</p> <p><u>Choice C:</u> Lean Healthcare Simulation PART ONE, Steve Hoeft, Altarum Institute (maximum 32 people)</p> <p><u>Choice D:</u> Lean Office Simulation, Dr. Heather Frazier, Northwestern MI College (maximum 32 people)</p> <p><u>Choice E:</u> Lightning Rounds (30 mins each):</p> <ul style="list-style-type: none"> <li>• Improving Patient Hand Over Communication, Marlene Ercolani, Detroit Medical Center/Children’s Hospital of Michigan</li> <li>• Improving Hospital Retail Pharmacy Wait Time "Why do you have to wait so long to get my prescriptions filled", Annette Harnter, Detroit Medical Center/Children’s Hospital of Michigan</li> <li>• Lean in Daily Work Model at UMHS-A Blueprint for Lean Transformation, Brendon Weil, University of Michigan Health System</li> </ul>	
<b>12:30 – 1:30</b>	<b>Lunch and Jeffrey Liker book signing</b>	<b>Jeffrey Liker</b>

**1:30 PM –3:00 PM**

**Breakout Sessions lead by Michigan organizations (select one)**

Choice A: People, Profit, Planet: You can't be lean without being safe, Bruce Main, Design Safety Engineering

Choice B: Using Lean Tools for Effective Operations in Higher Education, Dr. Darby Hiller, Northwestern Michigan College

Choice C: Lean Healthcare Simulation PART TWO, Steve Hoeft, Altarum Institute (maximum 32 people)

Choice D: Lessons in A3 Development and Usage, Whitney Walters, University of Michigan College of Engineering and Health Systems

Choice E: Toyota Kata, Bill Costantino, W3 Group, LLC

**3:00 PM – 3:30 PM**

**Break**

**All**

**3:30 PM – 4:15 PM**

**Q&A With the MLC Board**

**All**

Jason Schulist, Chair  
Debra Levantrosser Setman, Vice-Chair and Event Committee Lead  
Les Sutherland, Treasurer and Project Committee Lead  
Chris Wilson, Secretary and Outreach Committee Lead  
Phil Berry, Membership Liaison and Membership Committee Lead  
Willie Brown, Fundraising Committee Lead  
Renaee` Hesselink, Marketing Committee Lead  
Moderator: To Be Announced

**4:15 PM – 5:00 PM**

**Review Upcoming Events, 2012 Election Process, Reflection and Survey**

**Debra Setman, Chris Wilson**

**5:00 PM**

**Adjourn**

\*\*\*\*\***See Next Page for Hotel Information**\*\*\*\*\*



## MLC 2011 Michigan Lean Conference Hotel Information

**Note: always check for AAA and Military rates as applicable. Holiday Inn and Bayshore Resort are in walking distance of the conference.**

**Hotel**  
**Holiday Inn**

**Phone Number**  
800-888-8020

**Address**  
Holiday Inn West Bay  
615 East Front Street  
Traverse City,  
Michigan 49686

**Rates**  
25 rooms (2 queen beds, non-smoking) for \$152.95 each.  
25 rooms (1 king bed and sofa sleeper, non-smoking) \$152.95 each.



<http://www.tcwestbay.com/contact/>

Arrival date is 8-10-11 and check out is 8-12-11. For group rate: "Michigan Lean Consortium". Reserve by July 4th.

**Bayshore Resort**

231-935-4400

833 East Front Street,  
Traverse City, MI  
49686

15 rooms (no view single or no view double) for \$161.00 a night.  
15 rooms (part view single, part view double, pool view single, or pool view double) for \$170.00



[bayshore-resort.com](http://bayshore-resort.com)

Arrival 8-9-11 and departure 8-11-11. Reservations and payment are individual. Group is under "Lean Conference".

**Cambria Suites**

231-778-9100

255 Munson Avenue  
(US31 , Traverse City,  
MI, 49686

10 King Suites (Single or Double) for \$159.00. Arrival 8-9-11 and Departure 8-11-11. Reserve by July 15, 2011 by credit card.



[http://www.cambriasuites.com/hoteltraverse\\_city-michigan-MI325](http://www.cambriasuites.com/hoteltraverse_city-michigan-MI325)

**Hotel**  
**Grand Beach  
Resort Hotel**

**Phone Number**  
800-986-1992

**Address**  
1683 U.S. 31 North,  
Traverse City, MI  
49686

**Rates**  
9 rooms (court view  
with 2 queens) for  
\$170.00 and 6 rooms  
(court view king with  
spa) for \$190.00 for  
Aug. 9-10.



**Grand Sugar  
Resort Hotel**

800-509-1995

1733 U.S. 31 North,  
Traverse City, MI  
49686

9 rooms (court view  
with 2 queens) for  
\$170.00 and 6 rooms  
(court view king with  
spa) for \$190.00 for  
Aug. 9-10.





## Michigan Lean Consortium: First Annual Conference August 11, 2011 Breakout Sessions: 11:00 AM – 12:30 PM

Workshop	Presenter	Presentation Title	Presentation Description
Workshop A	Robert Amid, Jedco Inc	The Human Component Of Continuous Improvement. How Do We Change Culture?	With an emphasis on Servant Leadership throughout the presentation, the interactive lecture speaks to culture, change, and the multiple aspects of the foundation for cultural change. The discussion addresses the critical elements of a true lean transformation to a culture of continuous improvement throughout any organization, as well as why you would want to change the organizational culture.
Workshop B	Michael Taubitz, FDR Safety	Leadership and Culture: Deming, the foundation for lean and safety.	Before lean, there was only a suite of tools and thinking created by teaching of W. Edward Deming. His 14 principles are a philosophical base for process improvement. Deming's continuous improvement approach can be applied to any discipline, including safety. Without full consideration of the "People," side of thinking both lean and safety will come up short for sustainability.
Workshop C	Steve Heoft, Alturum Institute	Lean Healthcare Simulation  Part One (attendance limited to 32 participants)	This hands on simulation will teach lean principles focused on a clinic-type process. This may be adapted to any healthcare process. Participants will discuss the cycle of improvement, implement changes in four rounds of simulation and solve many problems. (This session is a morning and afternoon series with limit of the same 32 participants attending both sessions).
Workshop D	Dr. Heather Frazier, Northwestern MI College	Lean Office Simulation  This session is limited to 32 participants)	This session is aimed at raising the awareness of lean principles in the office through a hands-on-simulation. Participants will have opportunity to experience how the application of several lean tools can improve the flow of value in an office environment. Lean tools will include batch reduction, cellular flow and pull systems. First round will represent typical office process including sales, engineering, accounting, purchasing, scheduling, and delivery. After each round performance matrix such as

			order fulfilled, invoice faxed, and work in process will be collected to track improvement.
Workshop E 30 minute Lightning Rounds	1. Marlene Ercolani DMC, Children's Hospital of Michigan	Improving Patient Handover Communication	This 30-minute session, part one of a three-part rapid 90-minute workshop will focus on the critical issue of communication breakdowns during handover points. This will describe a systematic approach to improvement utilizing lean Six Sigma, workflow process maps as well as front line engagement and participation.
	2. Annette Hartner DMC, Children's Hospital of Michigan	Improving Hospital Retail Pharmacy Wait Time - "Why do I have to wait so long to get my prescriptions filled?"	This 30-minute session is part two of a three-part 90-minute workshop. It will focus on project selection, the importance of executive leadership support, the utilization of Lean Six Sigma methods to achieve deliverables, the importance of teamwork, and sustaining the gains through the pursuit and achievement of desired outcomes.
	3. Brendon Weil University of Michigan Health System	Lean in Daily Work Model at UMHS-A Blueprint for Lean Transformation	This 30-minute session, part three of the three-part 90-minute workshop will focus The U Of M Health System development and implementation of a "lean daily work" deployment model. The presentation will describe the lean management system put in place, owned by front line staff, to surface and resolve problems that negatively impact the customer experience. The model aimed to create 20,000 problem solvers to address problems identified through VSM.

**Michigan Lean Consortium: First Annual Conference  
August 11, 2011 Breakout Sessions: 1:30 PM – 3:00 PM**

Workshop	Presenter	Presentation Title	Presentation Description
Workshop A	Bruce Main, Design Safety Engineering	People, Profit, Planet: You Can't Be Lean Without Being Safe	Are lean systems with high risk really lean? Are extremely safe systems that are unworkable really safe? This workshop will focus on integrating lean and safety to achieve optimal outcomes for people, profit, and planet. Participants will gain insights on how and why this integration is the beginning step for a sustainable future. The thought process for integrated risk assessment helps any kind and size of organization. Lean why "you can't be lean without being safe"

Workshop B	Dr. Darby Hiller, Northwestern Michigan College	Using Lean Tools for Effective Operations in Higher Education	This workshop will demonstrate from three examples of how Northwestern Michigan College is using lean tools in project planning and project management. Covering the basic of lean concepts including how we assessed the “eight wastes” in our process. This will include designing a new institutional effectiveness system, and new program review process and anew process for the alignment of planning at the institution. Attendees will receive templates for documents and shared learning through Q&A.
Workshop C	Steve Hoeft, Alturum Institute	Lean Healthcare Simulation Part Two (attendance limited to 32 participants)	This hands on simulation will teach lean principles focused on a clinic-type process This may be adapted to any healthcare process. Participants will discuss the cycle of improvement, implement changes in four rounds of simulation and solve many problems. (This session is a morning and afternoon series with limit of the same 32 participants attending both sessions).
Workshop D	Whitney Walters, University of Michigan College of Engineering and Health Systems	Lessons in A3 Development and Usage	An A3 is a P-D-C-A (Plan-Do-Check-Act) storyboard or report, reflecting Toyota's way of capturing the PDCA process on one sheet of paper. An A3 document structures effective and efficient dialogue that fosters understanding followed by the opportunity for deep agreement. It's a tool that engenders communication and dialogue in a manner that leads to good decisions, where proposed countermeasures have a better chance of being effective because they are based on facts and data gathered at the place where the work is performed and from the people who perform it. Through instruction, small group discussions, and exercises, the learning session participants will learn the basic formats of A3s and uses of the A3 and gain experience writing A3s.
Workshop E	Bill Costantino, W3 Group, LLC	Developing Improvement Kata Thinking & Acting in a mid-sized manufacturing company	Mike Rother’s most recent book, Toyota Kata, provides critical insight into Toyota’s daily management routines and practices that underlie their remarkable culture of sustained continuous improvement. This presentation will briefly recount the evolution of Shop Floor Management at Delta Faucet and the introduction of Toyota Kata as a means of managing for sustained competitive advantage. We will spend considerable time introducing the key elements of Toyota Kata. Finally, we’ll examine the implications as a management system for developing a culture of continuous improvement.





## **Fees**

### **Individual Fees\*:**

\$195 for non-members (this fee includes a 13 month membership to MLC)

\$155 for members

\*Individual fee includes entrance to the 2 day conference, all workshops and the following meals: Lunch, snack, hors' d'oeuvres and dinner on August 10; breakfast, snack, lunch, snack on August 11. Alcoholic beverages at the cocktail hour are at the additional expense of the attendee.

### **Corporate Sponsorship Information:**

Gold Package, \$5,000

- Company logo on the front of our brochure
- Banner at the conference
- Logo on MLC web site
- Display table for products and services
- (5) Conference tickets

Silver Package, \$1,000

- Company logo in the brochure
- Logo on MLC web site
- Display table for products and services
- (2) Conference tickets

Bronze Package, \$500

- Company name in the brochure
- Name on the MLC web site
- (1) Conference ticket

Sponsorships at time of publishing (June 28, 2011) include:

**DTE Energy®**



The Amway logo, consisting of the word 'Amway' in a blue sans-serif font with a red underline. It is enclosed in a thin black rectangular border.

**M** UNIVERSITY OF MICHIGAN  
Center for Professional Development

[Please click on this link](#) or copy and paste it in your browser to register. We are expecting a large turnout so please register as soon as possible and please send to your networks.