2020 Continuous Improvement Conference

Developing Your Playbook For Success

April 5-8 • Columbus, Ohio

Member Spotlight
Hopkins Printing

What's Inside?
- Managing VUCA Is Easier than You Think (page 2)
- Changing the Trend Line: The CI Conference (page 6)
- Sustainable Manufacturing
- Economic Trends and Profits
- Customer Experience & the Skills Gap
- Becoming an Industry Advocate
- Economic Trends and Profits
- Sustainable Manufacturing
- Tax Debate 2020
- And much more!
Sign Up for Leadership Skills for New Supervisors Today!

Your hard work led to a management opportunity, but becoming a trusted and engaging leader takes a whole new set of skills. Gain the knowledge you need with PIA’s new iLearning Center course, Leadership Skills for New Supervisors.

Course instructor Jamie V. Parker harnesses her leadership expertise to bring Lean management theories to life by providing proven tactics to implement in your everyday work.

You’ll learn how to:

- Build relationships and inspire commitment
- Create more trust, engagement, and increase team member effort
- Provide effective feedback to get more of the right behaviors consistently
- Develop your team’s decision-making and problem-solving abilities through coaching
- Advance your leadership skills and get the very best out of your team members

www.printing.org/leadership
TABLE OF CONTENTS

02 MANAGING VUCA IS EASIER THAN YOU THINK
Karen Martin
TKMG, Inc.

04 REFLECTIONS OF TOYOTA
Mike Hoseus
Center for Quality People & Organizations

06 CHANGING THE TREND LINE: THE CI CONFERENCE
James A. Workman
Printing Industries of America

08 MEMBER SPOTLIGHT: HOPKINS PRINTING
Sarah Sudar
Printing Industries of America

12 Q&A: JOSH SPINGER INVENTOR, BOTTOMS UP BEER DISPENSER
Sarah Sudar
Printing Industries of America

14 WHY YOU’RE NOT GETTING THE MOST FROM YOUR TRAINING DOLLARS AND HOW TO START GETTING A BETTER RETURN
Kate Zabriskie
Business Training Works, Inc.

18 MAKE TIME FOR KPIS
James A. Workman
Printing Industries of America

20 INFOGRAPHIC: DEVELOPING A CONTINUOUS IMPROVEMENT CULTURE IN TODAY’S FAST-PACED BUSINESS WORLD
Sarah Sudar
Printing Industries of America

22 BWA WINNERS LIST