

Attendees: Ed Kwasnick, ARCO/Murray (Chair); Jimmy Arnett, VF Imagewear; David Bernstein, Lapauw USA; Jay Betz, Linen King; Mark Brim, Brim Laundry Machinery; Bill Dougherty, Positek RFID; Dan Farnsworth, Leonard Automatics; Joe Gudenburr, G.A. Braun, Inc.; Jack Heaviside, Sunburst Chemicals; Tony Jackson, Kannegiesser; Mike Justice, Medline; JR Ryan, Meese/MODRoto; Tony Schult, E-Tech;

1. Finalize details of Emerging Leaders Summit for rollout
 - a. Opportunity for emerging leaders to network, build relationships, and select training tailored specifically to their needs
 - b. 1-day event tagged on the end of an existing conference/summit
 - c. Target audience would be managers in operations and service who have worked their way up through the ranks (production to plant to assistant GMs; sales managers; service managers; maintenance managers)
 - d. The committee recommends this event happen in conjunction with the Young Leaders Workshop in July
 - i. The Young Leaders would serve as mentors
 - e. Program content could include leadership topics in HR, customer service, management (conflict management, managing teams, etc.); how to gain customers; introduction to TRSA
 - f. We need to discuss and determine a way to differentiate the two groups (Young Leaders group is more executive level and this group is more future leaders)
2. Coordination of PMI presentations with new “PM 101” book
 - a. Discuss timing of presentation review and deadlines for PMI instructors
 - i. Instructors will be given the chapter from the book that corresponds with their topic to update slides so they correspond with the content in the book
 - ii. Instructors updated slides are due to Kristin by **Friday, may 26th**
 - iii. Kristin will coordinate with task force members **Bob Corfield, Tony Jackson and Tony Schult** to review slides and make final changes by **Friday, June 30th**
 - b. Discuss ways to incorporate more interactive learning/group work opportunities into the program
 - i. Ask instructors to incorporate more exercises and group work into their curriculum
 - ii. Encourage competitions
 - iii. Small group exercises
 1. Each member shares a success story that they’ve had within their organization (use as an ice breaker)
 2. Each member shares a problem/issue they’re dealing with that they’ve been unable to solve
 - iv. Spaghetti Tower/Marshmallow Challenge
 - v. Lego Challenge

- vi. Upon registering, attendees will be asked to submit any questions, problems or issues they've been struggling with
- 3. Update on Skills Development Program (SDP)
 - a. Members of the committee visited Roscoe and met with management to learn more about the SDP. Based on that site visit, the entire committee agrees this program offers huge advantages for host companies. However, for the program to succeed, it must be properly implemented and maintained which takes significant resources.
 - b. In the committee's opinion, TRSA does not have the expertise or staffing to implement and help maintain this program. Either a consulting company or additional staff members would need to be hired adding significant costs to implement this initiative.
 - c. The committee also believes the potential market for this service is limited to a minority of companies willing to institute significant cultural and operational change within their ranks. To put it simply, companies like Roscoe can make this program successful. But there aren't a lot of companies like Roscoe.
 - d. We recommend SDP be offered as a training or information session at an upcoming event. If there is significant member interest, the committee can revisit this initiative.
- 4. Update on Online Production Training videos based on TRSA's new publication *Laundry Production and Management*
 - a. Supporting videos that assist in training production from Soil Sort through Pack-out
 - b. TRSA will develop these videos (Sorting, Wash Aisle, Drying, Finishing, etc.) for the four primary market sectors – Healthcare, Industrial, F&B and Hospitality and they will be available to TRSA members as a supplement to their current training
 - c. Hoping to launch the videos in September at the Annual Conference
 - d. TRSA has secured a videographer who will write the scripts and oversee the process
 - e. Committee members (or other SME the committee identifies) will review the scripts and make recommended edits where needed
 - i. Tony Schult has volunteered and Mike Justice suggested we reach out to Chuck Rossmiller who might also help with this
- 5. New Professional Development Offerings (update from Kristin)
 - a. Hygienically Clean e-Learning Course
 - i. TRSA is developing this course for plant managers; production managers; route service personnel; production line employees; safety managers; maintenance managers/engineers; operations personnel; and sales representatives
 - ii. Course Objectives
 - 1. Understand the importance of producing hygienically clean linens and uniforms
 - 2. Develop an understanding of your role in maintaining production standards and other policies and procedures as outlined in the Standard for Producing Hygienically Clean Reusable Textiles
 - 3. Develop a set of daily practices and tasks that lead to production of hygienically clean linens and uniforms
 - 4. Understand the critical role each department plays in sustaining hygienically clean standards
 - 5. Understand compliance with OSHA Universal Precautions and other compliance issues pertaining to laundries
 - iii. Hope to launch the course at the end of May and then develop more e-Learning opportunities in the future

- b. Core Curriculum Certificate Program
 - i. TRSA is working on a core curriculum certificate program for production managers
 - ii. Includes a series of TRSA's on-demand webinars on topics like process improvement, preventive maintenance, conflict resolution, employee retention and safety
 - iii. Participants will view the series of webinars and will have to pass a short quiz at the end of each one to receive the certificate
 - iv. Kristin will work with the webinar presenters to create quiz questions
- 6. Meeting adjourned at 3:45 pm