

February 21–22, 2018 • Embassy Suites Anaheim South • Garden Grove, CA

Registrant Information

Name _____

Nickname (for badge) _____

Company _____

Title _____

Address _____

City/State/Zip _____

Telephone _____

Email (required) _____

What are the top three management issues keeping you up at night?:

Please check if you require special assistance or have special dietary requirements to fully participate.

Early
(by January 12)

Full Registration
(January 13–February 21)

Winter Summit: Feb. 21–22, Garden Grove, CA

TRSA Operator Member	\$495	\$595
Non-Member Operator	\$795	\$895
TRSA Associate Member	\$695	\$795

Winter Summit + Fall Summit (Sept. 25–26, Philadelphia, PA)

TRSA Operator Member	\$890	\$1090
Non-Member Operator	\$1490	\$1690
TRSA Associate Member	\$1290	\$1490

Payment

Check Enclosed

Charge To: Visa MasterCard American Express Discover

Name on Card _____

Signature (must sign in order to charge credit card) _____

Card Number _____ Exp. Date _____ Security Code _____

Register:

Online:

trsa.org/productionsummitwinter

Email: registration@trsa.org

Fax: 703.519.0026

Mail: 1800 Diagonal Road, Suite 200
Alexandria, Virginia 22314

How did you learn about this event? (select one)*:

- Brochure
- Postcard
- Textile Services Magazine
- TRSA Promotional Email
- Textile Services Weekly
- TRSA Website
- Colleague/Co-worker
- Manager/Supervisor
- Previous Production Summit Attendee
- Social Media: TRSA LinkedIn, Facebook, Twitter

Your Organization Level (select one)*:

- Chairman/CEO/Owner/President
- Vice President/COO/CFO
- Director
- Manager/Supervisor
- Professional/Staff

Your Job Function (select one)*:

- Customer Service
- Engineering
- Environmental
- Executive
- Finance
- General Managers
- Health and Safety
- Human Resources
- Info Systems Mngt./IT
- Legal
- Logistics and Transportation/Routes
- Marketing
- Production
- Purchasing
- Sales
- Training

(*required)

Dress Code: Business casual attire for all sessions and plant tours.

Program Cancellation Policy:

Written cancellations received by February 6, 2018 will receive a full refund minus a 25% processing fee. Cancellations received after then will not be refunded and cannot be credited to another TRSA program or event. Refunds will not be granted for no-shows. Cancellations will be processed after the event.

Group Discount for 3+ Attendees from Your Team: Save 10% when three or more staff register together. Deadline for early registration (lower baseline pricing) is Friday, January 12, 2018. Contact Mary Beth Porter, 877.770.9274, ext. 100; mporter@trsa.org. Excludes other discounts.

Hotel Information: Embassy Suites 11767 Harbor Blvd, Garden Grove, CA 92840

Attendees must call Embassy Suites Anaheim South at 714.539.3300 to reserve a room. All individual reservations must be guaranteed with a major credit card at time of reservation. If a guaranteed room is not canceled 72 hours prior to arrival, payment for the full rate on that room will be charged.

Room Rate/Group Code: Ask for the “Textile Rental” room rate of \$169 before January 22, 2018. Limited availability. After January 22, 2018, regular room rates will apply.

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Production Summit & Plant Tours



Discuss Emerging Best Practices, View Processes

- Company Culture
- Hygiene Certification Inspection
- Preventive Maintenance
- 4 Breakout Sessions

CPLM
CERTIFIED PROFESSIONAL
LAUNDRY MANAGER

**Earn 12 CPLM
credits**



KEYNOTE: Recruiting
and Retaining Military
Veterans



**PRESENTATIONS AND
PANELS:** Management,
Technology, Safety



PLANT TOURS: 3 Tunnel+
Washer/Extractor Facilities plus
MODRoto Cart Manufacturing

Register: www.trsa.org/productionsummitwinter • #PRODSUMMIT

Discuss Emerging Best Practices, View Processes

NEW!
Registration Discount
Add Savings NOW for
Fall 2018
Production Summit
see p. 5



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Production Summit & Plant Tours

- Company Culture
- Hygiene Certification Inspection
- Preventive Maintenance
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KEYNOTE PRESENTATION:
Recruiting and Retaining
Military Veterans



PRESENTATIONS AND PANELS:
Management, Technology,
Safety



COLLABORATION: Interaction
with Subject Matter Experts



PLANT TOURS: 3 Magic Laundry
Services Tunnel+ Washer/
Extractor Facilities plus
MODRoto Cart Manufacturing

TRSA[®]100+
est. 1912

Strengthening and Promoting the Linen, Uniform
and Facility Services Industry

www.trsa.org/productionsummitwinter • **#PRODSUMMIT**

Discuss Emerging Best Practices, View Processes

Evaluate processes and management techniques that apply to your company as they are presented in sessions and tours.

- Maximize your access to plant technology and operations experts
- Interact with peers on today's most relevant topics

Who Should Attend:

- General, Plant, Production Managers
- Graduates of TRSA EMI and PMI
- Engineering, maintenance personnel
- Others responsible for production supervision, inventory control, product quality

Benefit from Management, Safety, Technology Presentations

- Keynote: *Recruiting and Retaining Military Veterans*
- Panel: *Preventive Maintenance to Protect Your Bottom Line*
- Panel: *Contributing to a Positive Company Culture*
- *Effective Inventory Control for Production Departments*
- *Enhance Business with Smartphone Apps*
- *How Certification Inspection Assesses Hygiene*
- *New OSHA Fall-Protection Rule Compliance*
- *Tapping TRSA's Apprenticeship & Internship Programs*

Collaborate with Subject Matter Experts

Interact with speakers, panelists and other attendees who are TRSA members, the industry's most productive and profitable organizations. TRSA members account for 90 percent of industry sales.

Tour 3 Tunnel+Washer/Extractor Facilities, Cart Manufacturer

Enhance your perspective on your everyday plant operations by visiting Magic Laundry Services. Your observations of Magic's side-by-side facilities will improve your understanding of how to use production "cells" to achieve high efficiencies in bulk and custom work. Touring this hospitality operation provides insights relevant to processing for any customer market. Plus you'll see MODRoto's cart manufacturing facility.

Add Fall Summit & Tours Now, Get Discount

In addition to signing up for Anaheim, register now at a discount to reunite at the next TRSA Production Summit & Plant Tours in September with the industry's foremost production management and technology experts. You'll renew contacts, make new ones, see more plants and benefit from additional presentations on industry best practices. See page 5.

WEDNESDAY, FEBRUARY 21		
7 am	Registration Opens	
7–8 am	Breakfast	
8–9:15 am	KEYNOTE PRESENTATION <i>Recruiting and Retaining Military Veterans</i> Lisa Rosser, CEO and Founder, The Value of a Veteran	
9:15–10:15 am	GENERAL SESSION <i>How Certification Inspection Assesses Hygiene</i> Bob Corfield, CEO, Laundry Design Group, LLC and Inspection Program Administrator, TRSA	
10:15–10:30 am	Break	
10:30 am–12 pm	PANEL DISCUSSION <i>Preventive Maintenance to Protect Your Bottom Line</i> Featuring Ian Bigelow, VP, Engineering and Technical Services, Crothall Healthcare and Charles Hawkins, Corporate Director of Engineering, Brady Linen Services	
12–1 pm	Lunch	
	BREAKOUT SESSIONS	
1–2 pm	<i>Effective Inventory Control for Production Departments</i> Bill Dougherty, VP, Business Development, Positek RFID	<i>Tapping TRSA's Apprenticeship & Internship Programs</i> Joseph Ricci, President and CEO, TRSA and Bill Mann, Director of Industry Affairs, TRSA
2:15–3:15 pm	<i>Enhance Business with Smartphone Apps</i> David Bernstein, President, Lapauw USA	<i>New OSHA Fall-Protection Rule Compliance</i>
3:15–3:30 pm	Break	
3:30–4:30 pm	PANEL DISCUSSION <i>Contributing to a Positive Company Culture</i> TRSA Women in Textile Services Committee	
5–7 pm	Embassy Suites Reception	
THURSDAY, FEBRUARY 22		
7 am	Registration Opens	
7–8 am	Breakfast	
	PLANT TOURS	
7:30 am	Begin Boarding Buses (Attendees must ride bus to attend tours)	
8 am–1 pm	<i>Magic Laundry Services MODRoto</i> (Includes Q&A/Debrief sessions at plants)	
1 pm	Summit Adjourns	



KEYNOTE PRESENTATION

Recruiting and Retaining Military Veterans

Hear how to attract military veterans with valuable skills and training

- Discover where to locate military talent
- Learn to channel respect for authority, adversaries into competitiveness
- Review leadership, supervisory qualities that distinguish veterans



Speaker: Lisa Rosser, CEO and Founder, The Value of a Veteran. A retired Army Reserve lieutenant colonel, Lisa's military career spanned 22 years (active and reserve) including officer roles in telecommunications

and operations officer and general work in performance management, recruiting, staffing, training and skills development. She also worked for eight years with Accenture, the global Fortune 500 consulting firm. Today she is a consultant, author, speaker, and workshop leader on military hiring and retention strategy development.



PANEL DISCUSSIONS

Preventive Maintenance to Protect Your Bottom Line

Take away tactics to improve PM to generate significant savings

- Hear best practices for plants of all sizes
- Recognize communication tactics that keep PM on schedule
- Understand Production's role in PM



Featuring: Ian Bigelow, VP, Engineering and Technical Services, Crothall Healthcare; Charles Hawkins,

Corporate Director of Engineering, Brady Linen Services

Contributing to a Positive Company Culture

Explore new ways to foster your company's core values and develop your team around them, a critical process in creating shared and personal accountability for achieving department and corporate goals

- Get advice on creating accountability
- Obtain practical techniques for developing leaders
- Pick up tips for engaging in productive conflict

Presented by: TRSA Women in Textile Services Committee



GENERAL SESSION

How Certification Inspection Assesses Hygiene

- Become familiar with the checklist for Hygienically Clean certification
- Identify critical control points throughout the laundry process
- Prepare to upgrade plant quality management documentation
- Uncover hidden clues to effective hygiene



Speaker: Bob Corfield, CEO, Laundry Design Group, LLC and Inspection Program Administrator, TRSA



BREAKOUT SESSIONS

Effective Inventory Control for Production Departments

- Catch up on developments in RFID and other technologies for tracking textiles, machine parts
- Increase proficiency in consistently placing the right products on the shelves
- Tune into techniques to avoid production slowdowns



Speaker: Bill Dougherty, VP, Business Development, Positek RFID

Enhance Business with Smart Phone Apps

- Identify the communication apps businesses use most, internally and externally
- See choices for sharing checklists, calendars and images



Speaker: David Bernstein, President, Lapauw USA

New OSHA Fall-Protection Rule Compliance

- Be presented with strategies for contending with high-risk walking-working surfaces
- Hear common violations, key rule components, options for protection systems
- Learn how the updated rule affects employer responsibilities
- Obtain enforcement timeline for key provisions

Tapping TRSA's Apprenticeship & Internship Programs

- Evaluate options for training to produce maximum return from short-term hires
- Learn why hiring both apprentices and interns can make sense for your company



Speakers: Joseph Ricci, President and CEO, TRSA; Bill Mann, Director of Industry Affairs, TRSA



TOUR 3 TUNNEL+WASHER/EXTRACTOR FACILITIES, CART MANUFACTURER



Magic Laundry Services, Montebello, Calif.

This leading Southern California hospitality/hotel processor has three side-by-side facilities sharing newly expanded loading docks that can house up to 17 semi tractor-trailer trucks at the same time. Otherwise the three are separate operating plants, dedicated to distinct workflows for customer-owned goods (COG). Summit attendees whose companies serve any market (F&B, healthcare, hospitality, industrial) will recognize how wider use of such “cells” might more effectively address the industry’s ever-growing number of textile SKUs. Can you accommodate added markets and their products in existing production lines? Or are new ones required? This tour will reveal how Magic has approached this expansion. Technologies displayed will include eco-friendly wash chemistry and fully automated sort rails among other upgrades.

Plant 1

- Opened in 2004
- Upgraded 2015
- 35,000 square feet
- Two tunnel washers with 10 dryers
- Eight conventional washers with 10 dryers

Plant 2

- Opened in 2011
- Upgraded 2015
- 38,000 square feet
- Two tunnel washers with 10 dryers
- Six conventional washers with 12 dryers

Plant 3

- Opened in 2017
- 28,000 square feet
- Tunnel washer with five dryers
- Three conventional washers with three dryers

MODRoto, La Mirada, Calif.

Get acquainted with the variety of molding techniques that distinguish cart designs as MODRoto personnel describe and demonstrate processes. See how carts are engineered to pack big loads with minimal tare weight and provide other ergonomic benefits.

Plant Tour Debriefings with Q&A

In discussions in the tour hosts’ on-site meeting rooms, their management personnel will provide further insight and create opportunities for attendees to compare practices.

Production Summit Task Force Members

- Gery Kwiatkowski, Co-Chair, Morgan Services, Inc.
- Donald Maida, Co-Chair, TBR Associates
- David Bernstein, Plant Tour Coordinator, Lapauw USA, LLC
- Jimmy Arnett, VF Imagewear
- Tom Baron, Harbor Linen
- Ian Bigelow, Crothall Healthcare
- Bill Dougherty, Positek RFID, L.P.
- Dan Farnsworth, Leonard Automatics Inc.
- Steve Florence, Starr Textile Services
- Chad Folkerts, Norchem Corp.
- Joseph B. Gudenburr IV, G.A. Braun, Inc.
- Jack Heavyside, Sunburst Chemicals
- Ryan Kelley, Pellerin Milnor Corp.
- Larry Pallan, Republic Master Chefs
- Mike Vaders, Dempsey Uniform & Linen Supply Inc.
- Victor Villaseñor, Republic Master Chefs



Earn CPLM Credits: Individuals who achieved TRSA's Certified Professional Laundry Manager credential can receive up to 12 credit hours toward recertification by attending education sessions and plant tours at the Summit.

58

Net Promoter Score from Winter 2017 Summit

Measures attendees' sentiments toward recommending the event; NPS can range from -100 to 100; 50+ is “excellent.”