



Strengthening and Promoting the Linen, Uniform
and Facility Services Industry

Discuss Emerging Best Practices, View Processes, Network with the Industry's Best



October 22–23, 2019 • The Palms Hotel • Las Vegas, NV



TRSA Production Summit & Plant Tours



KEYNOTE: Building a High Trust Team and Creating a Collaborative Culture



PRESENTATIONS AND PANELS: Innovation, Management, Safety and Technology



COLLABORATION: Interaction with Subject Matter Experts



GREAT IDEAS SWAP: Recruiting/Retaining Employees



PLANT TOURS: Brady Linen Services and Nevada Linen Supply

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

Production Summit & Plant Tours

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Tuesday, October 22

7 am	Registration Opens
7 – 8 am	Breakfast
8 – 9:30 am	Welcome Remarks and Keynote Workshop: <i>Building a High Trust Team and Creating a Collaborative Culture</i> Eric Papp, Founder of Agape Leadership, LLC
9:30 – 10 am	Networking
10 – 10:50 am	Safety Regulations Production Managers Should Not Ignore Caleb Paige, Safety Director, Faultless Laundry Co.
11 am – 12 pm	Operator Panel: Productivity Techniques and Trends Featuring Johanna Ames, President, Ames Linen Service; Tyler Burke, Executive Vice President, Loop Linen Service Inc., and Mike Chambers, Production Specialist, AlSCO Inc. Moderator: Don Maida, Senior Consultant, TBR Associates
12 – 1 pm	Lunch

BREAKOUT SESSIONS

1 – 1:45 pm	Inventory Control for Production Efficiency Chuck Rossmiller, Director – Laundry Programs, Medline	Peer-to-Peer Problem Solving Session Facilitators: TRSA Production Summit Task Force Members
2 – 2:45 pm	Communicating with Engineering: Preventive Maintenance and Equipment Breakdowns	Water Recycling and Conservation Matt Lewis, Laundry Market Manager, Kemco Systems Co. LLC

2:45 – 3:15 pm	Networking
3:15 – 4:30 pm	Great Ideas Swap: Key Strategies to Recruit and Retain Employees
4:30 – 6 pm	Networking Reception

Wednesday, October 23

7 am	Registration Opens
7 – 7:45 am	Breakfast
7:45 am	Begin Loading Buses for Plant Tours Attendees MUST ride bus to attend tours
8 am – 1 pm	Plant Tours <i>Brady Linen Services • Nevada Linen Supply</i> (Q&A/Debrief Sessions will take place at the plants after each tour)
1 pm	Summit Adjourns

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 and industry leaders on today's most relevant topics

Benefit from Management, Safety and Technology Presentations

- In-plant Communications
- Inventory Control Techniques
- Peer-to-Peer Problem Solving
- Water Recycling and Conservation

Collaborate with Subject Matter Experts

Interact with speakers, panelists and other attendees who represent the industry's most productive and profitable organizations. TRSA members account for 90 percent of industry sales with independent operators averaging \$36 million in annual revenue.

Tours (Brady Linen Service and Nevada Linen Supply)

Enhance perspective and compare processes on your everyday plant operations by touring these Las Vegas-area plants.

Who Should Attend

- General Managers, Plant and Production Managers
- Executives and Owners
- Others responsible for production supervision, inventory control, product quality
- Attendees of TRSA Institutes: EMI, PMI and MMI
- Associate members

Add MMI Now, Get Discount

TRSA's 27th Annual Maintenance Management Institute immediately follows the Production Summit, at the same location. See page 3 for details and page 5 for registration discounts.



Keynote Presentation

Building a High Trust Team and Creating a Collaborative Culture

Managers provide the context to how employees think and act. They can help breed a challenging and stressful workplace, or a collaborative and highly-communicative culture. The best managers know how to treat their team members as internal customers, making decisions together and seeking ways to help them grow and succeed.

This presentation will discuss:

- Strategies for creating a sustainable motivating environment and the four parts of building a High Trust Team.
- The ongoing process of trust and healthy conflict so that employees can have conversations around “what matters” and get to the core of performance problems.
- How to manage team morale, navigate the sea of change and assume the role of coach.

Eric Papp is the founder of Agape Leadership LLC, an intellectual capital firm that has helped thousands of managers focus on learning business productivity. He has been featured in various publications including the *N.Y. Times*, *USA Today* and *HR Executive* and appears as a leadership expert on New Talk 1530. His published works include *Leadership by Choice*, *3 Values of Being an Effective Person* and *The Subtraction Planner: A Daily Process of How to Discover your 80/20 Activities*.



Operator Panel

Productivity Techniques and Trends

Featuring Johanna Ames, President, Ames Linen Service; Tyler Burke, Executive Vice President, Loop Linen Service Inc., and Mike Chambers, Production Specialist, Alsco Inc.

Moderator: Don Maida, Senior Consultant, TBR Associates

Embracing the change is the best way to increase productivity and stay ahead of competitors in today's ever-changing environment. As we increasingly rely on technology, production managers are running into new challenges and having to incorporate new techniques into their daily operations. From finding tech-savvy employees or training existing workers to perform skilled tasks; to predictive maintenance; to data management, panelists will discuss the latest techniques and trends to incorporate into your daily operations to increase quality, efficiency and throughput, maximize production and reduce overall operational costs.

Safety Regulations Production Managers Should Not Ignore

Speaker: Caleb Paige, Safety Director, Faultless Laundry Co.

Hear the list of the most common potential hazards and safety violations that are “low-hanging fruit” for OSHA inspectors. Some of the most frequently cited standards and violations change each year, so it is worthwhile for production managers to revisit this topic each year and consider whether extra attention should be given to specific potential hazards in the workplace.

You'll also get an overview of the upcoming new TRSA Safety & Health Certification.



Great Ideas Swap

Creative Strategies to Recruit and Retain Employees

In this facilitated group discussion, you'll brainstorm with fellow attendees to share and hear “great ideas” when it comes to recruiting and retaining production staff. Discussion topics will include:

- Innovative recruiting techniques
- Staffing for day-to-day operations
- Motivating employees and creating a positive workplace culture
- Training and developing your staff
- Effective strategies for retaining employees
- And more!



27th Annual Maintenance Management Institute (MMI) October 23–25, 2019 Add MMI at a Discount!

Get more from your Las Vegas stay when the Production Summit ends. MMI starts immediately at the close of the Production Summit in the same location. Benefit from workshops, keynote and an interactive forum that will foster development of maintenance operations in today's higher-productivity laundries. Get up-to-speed on the latest approaches to minimizing downtime and maximizing equipment life. Discussions cover technical knowledge and explore management leadership styles. See registration page for more information or visit www.trsa.org/mmi.



Breakout Sessions

Inventory Control for Production Efficiency

Speaker: Chuck Rossmiller, Director – Laundry Programs, Medline

Review the whole concept of inventory control for production efficiency, from parts for equipment/machinery, to the textiles that you process, right down to office supplies. Learn to increase proficiency in consistently placing the right products on the shelves to avoid production slowdowns.

Peer-to-Peer Problem Solving Session

Facilitators: TRSA Production Summit Task Force Members

Safety issues, quality control quandaries, employee conflicts—production managers all face similar challenges; share and compare, generate solutions in these roundtable discussions. A facilitator will moderate each roundtable, which will be based on industry sector (industrial/uniform, healthcare, hospitality and F&B).

Communicating with Engineering: Preventive Maintenance & Equipment Breakdowns

Pick up tips on the nuances of the Operations/Maintenance relationship to increase inter-department communication and collaboration that will lead to identifying and solving problems faster. Maximize your team's productivity by recognizing obstacles that complicate communications and discover how to manage different personalities.

Water Recycling and Conservation: Past, Present and Future

Speaker: Matt Lewis, Laundry Market Manager, Kemco Systems Co. LLC

Hear about the history and evolution of water conservation and reuse/recycle within the laundry industry. Discover the current benefits and challenges laundries face regarding compliance and get tips on lessening your water intake/improving discharge. Get a glimpse into the future and explore the impact water conservation and recycle/reuse will have on your laundry's competitiveness.

Production Summit Task Force Members

- Dan Farnsworth, Co-Chair, Leonard Automatics Inc.
- Gery Kwiatkowski, Co-Chair, Morgan Services, Inc.
- Ryan Kelley, Plant Tour Coordinator, Pellerin Milnor Corp.
- David Bernstein, Propeller Solutions Group LLC
- Jimmy Arnett, VF Imagewear
- Tom Baron, Harbor Linen
- Ian Bigelow, Crothall Healthcare
- Bill Dougherty, Positek RFID, L.P.
- Donald Maida, TBR Associates
- Larry Pallan, Republic Master Chefs
- Mike Vaders, Dempsey Uniform & Linen Supply Inc.
- Victor Villasenor, Republic Master Chefs



Plant Tours



Brady Linen Services Hospitality, F&B

- 99,000 sq ft (two plants under one roof)
- 250 production, 350 total employees
- Process ~1.5 million pounds/week
- Rail system feeds four, 150 lb tunnel washers (two -12 mod, two - 8 mod)
- Three 450 lb conventional washers, one 250 lb conventional and two pony washers.
- Uses water reclamation system
- Automated shuttle transports clean linen from tunnel to dryers

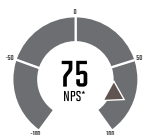


Nevada Linen Supply F&B, Healthcare and Hospitality

- 50,000 square feet, opened 2001
- Produces 50,000 pounds/day
- One 8-module tunnel; washer-extractors: three 900-lb., two 450-lb., four 135-lb., two 55-lb.
- Automated rail system that feeds washers
- Mezzanine, outdoor dock
- Builds customers' deliveries to provide needed par levels

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.



April 2019 Production Summit Net Promoter Score
NPS measures attendee willingness to recommend this event; 50 is "excellent."



Earn CPLM Credits: Individuals who achieved TRSA's Certified Professional Laundry Manager credential can receive up to 11 credit hours toward recertification by attending education sessions and plant tours at the Summit.



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4 Easy Ways To Register:

✉ **Mail:** 1800 Diagonal Rd, Suite 200, Alexandria, VA 22314 | 📧 **Email:** registration@trsa.org | 📠 **Fax:** 703.519.0026 | 🌐 **Online:** www.trsa.org/productionsummit

Registrant Information

Name _____

Nickname (for badge) _____

Company _____

Title _____

Address _____

City/State/Zip _____

Telephone _____

Email (required) _____

What are the top three (3) management issue you struggle with at work? _____

☐ I will attend Plant Tours, October 23, 8 am–1 pm

☐ Previous Event attendee

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

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
- ☐ Social Media: TRSA LinkedIn, Facebook, Twitter

Your Organization Level (select one)*:

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

Your Job Function (select one)*:

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

(*required)

	TRSA Operator Member	Non-Member Operator	Alliance Partner	TRSA Associate Member
Production Summit Only				
Early (by Sept. 13)	<input type="checkbox"/> \$595	<input type="checkbox"/> \$950	<input type="checkbox"/> \$775	<input type="checkbox"/> \$795
Full Registration (after Sept. 13)	<input type="checkbox"/> \$695	<input type="checkbox"/> \$1050	<input type="checkbox"/> \$900	<input type="checkbox"/> \$895
Summit + Maintenance Management Institute (MMI): October 22–25				
Early (by Sept. 13)	<input type="checkbox"/> \$1395	<input type="checkbox"/> \$2190	<input type="checkbox"/> \$1815	<input type="checkbox"/> \$1750
Full Registration (after Sept. 13)	<input type="checkbox"/> \$1595	<input type="checkbox"/> \$2390	<input type="checkbox"/> \$2075	<input type="checkbox"/> \$1950

Payment

Total \$ _____

☐ 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 _____

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, September 13, 2019. Contact Salita Jones, 877.770.9274, ext. 108; sjones@trsa.org. Excludes other discounts.

Hotel Information

Attendees must call the Palms Casino Resort & Spa at 702.942.7064 to reserve a room. Use the code "CAOPS19" room rate of \$65 before September 21, 2019. Limited availability. After the September 21, 2019 deadline, regular room rates will apply. All individual reservations must be guaranteed with a major credit card at time of reservation. After the due date of September 21, 2019, if a guaranteed room is not canceled 72 hours prior to arrival, payment for the full rate on that room will be charged. The Palms Casino Resort & Spa is located about 5 miles from McCarran International Airport (LAS).



Dress Code

Business casual attire for all sessions.

Program Cancellation Policy: Written cancellations received by Monday, October 7, 2019 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.



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1800 Diagonal Road ■ Suite 200
Alexandria, VA 22314
877.770.9274 ■ www.trsa.org



Earn 11 CPLM credits

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Services and Nevada Linen
Supply

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