

October 23–25, 2019 • The Palms Hotel • Las Vegas, NV



**BRADY**  
LINEN SERVICES, LLC



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SUPPLY**



## The Latest in Plant Technologies, Maintenance and Management

- Create more effective, efficient maintenance practices
- Foster relationships with colleagues and industry engineering experts

## General Session Topics Presented by Subject Matter Experts

- Keynote: Planning and Problem Solving: How to Think Strategically and Create Solutions
- Developing a Defensible Budget
- Electrical Safety and Arc Flash
- KPIs and Their Roles in Increasing Productivity
- New Technologies for Preventive and Predictive Maintenance
- Production/Maintenance Manager Relationships
- Water Reuse Technology

**Registration  
Discount**

Add Savings NOW  
for Production Summit,  
Oct. 22–23  
in Las Vegas

## Learn From, With Peers Through Forum, Case Studies and Roundtables

- Root Cause Analysis (Case Study)
- Situational Safety Awareness (Case Study)
- Staffing the Maintenance Department (Peer-to-Peer RT)
- Open Forum Wrap Up Discussion

## Plant Tours

- Brady Linen Services and Nevada Linen Supply



## The Latest in Technologies and Maintenance

MMI emphasizes the latest in technologies and maintenance practices while minimizing time away from the plant and overall cost to attend.

Gather with colleagues and industry engineering experts and take away real-world solutions to tough tasks. Expanded networking opportunities provide additional peer-to-peer information-sharing and problem-solving.

## This year's session topics

- Developing a Defensible Budget
- Electrical Safety and Arc Flash
- KPIs and Their Roles in Increasing Productivity
- New Technologies for Preventive and Predictive Maintenance
- Production/Maintenance Manager Relationships
- Water Reuse Technology
- Root Cause Analysis (Case Study)
- Situational Safety Awareness (Case Study)
- Staffing the Maintenance Department (Peer-to-Peer RT)
- Open Forum Wrap Up Discussion

## Plant tours highlight the hospitality, F&B markets

- Brady Linen Services
- Nevada Linen Supply

## Who Should Attend:

- Maintenance Managers/Engineers
- Regional/Corporate Engineers
- General/Plant Managers
- Owners-Operators
- Management Trainees
- Associate Members

Wednesday, October 23	
6:30 am	Registration Opens
6:30 am	Breakfast
7 am	Welcome Remarks
7:30 am	Load Buses for Plant Tours Attendees must ride bus to attend tours
7:30 am – 12 pm	Plant Tours <i>Brady Linen Services • Nevada Linen Supply</i>
12 – 1 pm	Lunch
1 – 2:30 pm	Keynote Workshop <i>Planning and Problem Solving: How to Think Strategically and Create Solutions</i> Eric Papp, President, Agape Leadership, LLC
2:30 – 3 pm	Networking
3 – 4 pm	Plant Tour Debrief Facilitator: Chip Malboeuf, Vice President, Operations and Engineering, ImageFirst
4 – 5 pm	Peer-to-Peer Roundtables: Staffing the Maintenance Department Facilitated, small-group, brainstorming session Facilitated by members of the MMI Task Force
5 – 6 pm	Networking Reception
Thursday, October 24	
7 am	Registration Opens
7 – 8 am	Breakfast
8 – 9:30 am	Case Study Workshop: Situational Safety Awareness Charles Edelman, Corporate Safety Director, Unitex and Bill Mann, Director of Industry Affairs, TRSA
9:30 – 10 am	Networking
10 – 10:50 am	Water Reuse Technology Matt Lewis, Laundry Market Manager, Kemco Systems Co. LLC
11 am – 12 pm	Developing a Defensible Budget Ian Bigelow, Vice President - Engineering and Technical Services, Compass One Healthcare
12 – 1 pm	Lunch
1 – 2:15 pm	KPIs and Their Role in Increasing Productivity Jim Curiale, Director of Engineering, Unitex and Charles Hawkins, Corporate Director of Engineering, Brady Linen Services, LLC
2:15 – 2:45 pm	Networking
2:45 – 3:45 pm	Electrical Safety and Arc Flash Charles Edelman, Corporate Safety Director, Unitex and Bob Herzig, Owner and Principle, Herzig Engineering
3:45 – 5 pm	Case Study Workshop: Root Cause Analysis Charles Hawkins, Corporate Director of Engineering, Brady Linen Services, LLC and Mark Smeraldi, Corporate Project Manager, Morgan Services, Inc.
Friday, October 25	
7 am	Registration Opens
7 – 8 am	Breakfast
8 – 9:15 am	Teamwork Makes the Dream Work: The Production/Maintenance Manager Relationship Jim Curiale, Director of Engineering, Unitex and Christopher Wilkinson, Senior VP Operations, Brady Linen Services, LLC
9:15 – 9:45 am	Networking
9:45 – 10:45 am	New Technologies for Preventive and Predictive Maintenance Bob Corfield, President/CEO, Laundry Design Group, LLC; Gerard O'Neill, President/CEO, American Laundry Systems; and Scott Voss, AVP, Engineering, Aramark Uniform & Career Apparel
11 am – 12 pm	Facilitated Open Forum Wrap-up and final discussion of topics covered during the institute Moderated by members of TRSA's MMI Task Force



# Wednesday, October 23

## Plant Tours

Get a first-hand look at top plants and how their business philosophies and use of current technology impact operations.



### 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



### Brady Linen Services

Hospitality, F&B

- 99,000 sq ft (two plants under one roof)
- 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

## Keynote: Planning and Problem Solving: How to Think Strategically and Create Solutions

Add to your competitive advantage with tips to think strategically instead of spending time in the weeds either putting out fires or being consumed with day-to-day activities. In this presentation, learn to carve out the necessary thinking time to solve repeat problems or to plan for the future. Discover these techniques and more:

- How strategic thinking can become a daily habit
- A daily process to build confidence
- The 80% attitude for accomplishing a minimum, viable product
- How great questions lead to better solutions



**Speaker:** 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.*

## Plant Tour Debrief

**Facilitator:** Chip Malboeuf, Vice President, Operations and Engineering, ImageFirst

You'll have a chance to ask questions about and discuss the two plant operations you visited earlier in the day in this interactive debriefing session.

## Peer-to-Peer Roundtables: Staffing the Maintenance Department

**Facilitated** by members of the MMI Task Force

In these facilitated small-group discussions, you'll brainstorm with fellow attendees and share and hear "great ideas" when it comes to scheduling, recruiting and retaining maintenance staff. Discuss these topics and more

- 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!

# Thursday, October 24

## Situational Safety Awareness

**Speakers:** Charlie Edelman, Corporate Safety Director, Unitex and Bill Mann, Director of Industry Affairs, TRSA

This interactive workshop will provide the latest information and effective implementation of mandated changes/new regulations that affect the industry. Review case studies of common safety hazards, work in a peer group setting to identify and discuss avoidance of hazards common to these areas:

- HazCom
- Lockout/Tagout
- Confined Space
- Blood Borne Pathogens
- Fall Protection



Individuals who have earned the CPLM credential can receive up to **19 credit hours** toward recertification by attending MMI education sessions and plant tours.

## Water Reuse Technology

**Speaker:** Matt Lewis, Laundry Market Manager, Kemco Systems Co., LLC  
DAE, RO, CMF – learn about these and other reuse technologies that help reduce or eliminate wastewater surcharges and what it takes to maintain these systems. Discover implementation and maintenance best practices that could benefit your plant from both an environmental and economic standpoint.

## Developing a Defensible Budget

**Speaker:** Ian Bigelow, Vice President, Engineering and Technical Services, Compass One Healthcare

Budgeting is essential to the success of any business and creating an accounting strategy is crucial to a company's bottom line. Learn best practices for developing operating and capital budgets for the maintenance department. Discover techniques to create and justify a detailed budget and understand how to effectively control it once in place.

## KPIs and Their Roles in Increasing Productivity

**Speakers:** Jim Curiale, Director of Engineering, Unitex and Charles Hawkins, Corporate Director of Engineering, Brady Linen Services, LLC

A key performance indicator (KPI) is a type of performance measurement used to make smarter business decisions. When it comes to maintenance metrics, there is a wealth of performance indicators that can be used to measure and improve productivity. Discover the most important maintenance KPI metrics you should measure and learn how to establish a baseline for measurement to keep your laundry production on an upward trajectory.

## Electrical Safety and Arc Flash

**Speakers:** Charlie Edleman, Corporate Safety Director, Unitex and Bob Herzig, Owner and Principle, Herzig Engineering

Today's more complex machinery and controls require more sophisticated maintenance than ever before. Review the major responsibilities of the plant and equipment electrical systems and learn how to make a detailed study of your electrical system and safety practices. You'll also discuss electrical issues such as Flash Hazard Analysis, Motor Starting, and plant start-up surges.

## Case Study Workshop: Root Cause Analysis

**Speakers:** Charles Hawkins, Corporate Director of Engineering, Brady Linen Services, LLC and Mark Smeraldi, Corporate Project Manager, Morgan Services, Inc.

This interactive workshop will provide the tools you'll need to find the root of a recurring problem, solve it and move on. Groups will review the 5-Why process in Root Cause Analysis and then collaborate on various case studies to resolve the problem at its root.

## Friday, October 25

### Teamwork Makes the Dream Work: The Production/Maintenance Manager Relationship

**Speakers:** Jim Curiale, Director of Engineering, Unitex and Christopher Wilkinson, Senior Vice President, Operations, Brady Linen Services, LLC

Elevate business outcomes and take customer service to the next level by exploring production and maintenance manager roles and how those roles combine for common goals. Discover techniques to share vision, relay mutual respect and get an in-depth understanding how these positions fit together to achieve excellent results.

### New Technologies for Preventive and Predictive Maintenance

**Speakers:** Bob Corfield, President and CEO, Laundry Design Group, LLC; Gerard O'Neill, President and CEO, American Laundry Systems; and Scott Voss, Assistant Vice President, Engineering, Aramark Uniform and Career Apparel

The latest, most cutting-edge technologies and equipment were showcased at the June 2019 Clean Show. Hear about some of these new tools, such as vibration analysis and thermal imaging, in this panel session to help you more efficiently track and manage your maintenance schedule.

### Facilitated Open Forum

Wrap-up and final discussion of topics covered during MMI.

#### MMI Task Force Members:

- Charles Hawkins (Chair), Brady Linen Services LLC
- Ian Bigelow, Crothall Healthcare
- Sandro Bortoloni, G.A. Braun Inc
- David Clark, G.A. Braun Inc.
- Bob Corfield, Laundry Design Group
- Jim Curiale, Unitex
- Peter Curiale, Unitex
- Charles Edelman, Unitex
- Paul Jewison, Textile Care Services
- John Lamb, Cintas Corporation
- Matt Lewis, Kemco Systems Co. LLC
- Chip Malboeuf, ImageFirst
- Gerard O'Neill, American Laundry Systems
- Mark Smeraldi, Morgan Services
- Dave Tannert, Kannegiesser USA
- Scott Voss, Aramark Uniform Services

## Registration

## Discount

Add Savings NOW for  
Production Summit,  
October 22-23  
in Las Vegas

**Leverage your travel by attending the TRSA Production Summit (same location) the day before MMI starts.**

Save on registration costs when you register for both! Get up to speed on the latest process improvements for better throughput and increased profitability in plant operations. General sessions combine with market-specific breakouts to provide powerful and immediate take-home value. Evaluate processes and management techniques, guided by plant technology and operations experts:

- Hazards & Safety Violations that Shouldn't Be Overlooked
- In-plant Communications
- Inventory Control Methods
- Productivity Techniques and Trends

Register: [www.trsa.org/productionsummit](http://www.trsa.org/productionsummit) • #PRODSUMMIT

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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/mmi

Registrant Information

Name \_\_\_\_\_

Nickname (for badge) \_\_\_\_\_

Company \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Email (required) \_\_\_\_\_

List three questions you'd like to have addressed during the Open Forum at MMI: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please check if you are a previous institute 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
<b>Maintenance Management Institute</b>				
Early (by Sept. 13)	<input type="checkbox"/> \$995	<input type="checkbox"/> \$1595	<input type="checkbox"/> \$1295	<input type="checkbox"/> \$1195
Full Registration (after Sept. 13)	<input type="checkbox"/> \$1095	<input type="checkbox"/> \$1695	<input type="checkbox"/> \$1425	<input type="checkbox"/> \$1295
<b>Summit + Maintenance Management Institute (MMI): October 22–25</b>				
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



### 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" to get the TRSA 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.

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 \_\_\_\_\_

**Program Cancellation Policy:** Written cancellations received by Tuesday, October 8, 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.





Strengthening and Promoting the Linen, Uniform and Facility Services Industry

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# 27<sup>th</sup> Annual Maintenance Management Institute



## Keynote Presentation

- *Planning and Problem Solving: How to Think Strategically and Create Solutions*

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