



PMI

TRSA 31ST ANNUAL PROFESSIONAL MANAGEMENT INSTITUTE (PMI)

AUGUST 8-12, 2021

UNIVERSITY OF MARYLAND
COLLEGE PARK MARRIOTT HOTEL
& CONFERENCE CENTER
HYATTSVILLE, MD

Save \$300 with

Early Registration!

PMI enhances professionalism of managers in the linen, uniform and facility services industry. Build a solid foundation with PMI curriculum:

- Industry best practices for all phases of plant management
- Plant tour and debrief
- Networking with faculty and attendees of TRSA's 56th Annual Executive Management (EMI) and 28th Annual Maintenance Management (MMI) Institute, now co-located with PMI
- Comprehensive program consists of 4-day classroom/ case study sessions 12 months apart with online enrichment between
- Opportunity to earn the TRSA Certified Professional Laundry Manager designation at the completion of the 12-month program

REGISTER TODAY! www.TRSA.org/PMI • #TRSAPMI • 877.770.9274

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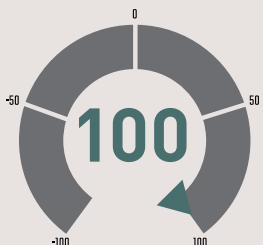
WHO SHOULD ATTEND:

- Senior Business and Operational Management
- Production/Plant Managers
- General Managers
- Supervisors
- Engineers
- TRSA Associate members



NEW FOR 2021

Benefit from revamped program based on **TRSA's** production management job analysis (developed by peer-directed focus groups and surveys compiled, analyzed and report issued by a third-party consulting firm)



**NET PROMOTER
SCORE (NPS)
PMI SESSION I —
2019**

Attendee willingness
to recommend this
event; an NPS of 50+
is "excellent"

GET ON BOARD WITH PMI— YOUR FAST TRACK TO CERTIFIED PROFICIENCY

PMI is a comprehensive 12-month program that includes two four-day sessions comprised of on-site workshops and group exercises. Sandwiched between Sessions I and II is an online component providing reinforcement and further enrichment.

SESSION I: Attendees will benefit from four days of interactive classroom-style lectures, group exercises and presentations led by subject matter experts. Learn the processes and procedures to succeed at fundamentals of laundry production and operational essentials such as:

- Plant Production
- Quality Control and Plant Efficiency
- Safety Awareness, including PPEs and HAZCOM
- Sustainability
- Staff Management (scheduling/managing workflow)
- Productivity and Capacity Measurements and Metrics
- Communicating and Collaborating
- Customer Service

Following Session I, students will participate in a series of self-paced, online modules on topics such as human resources, communications, finance, time/project management and business ethics. Students meet again 12 months later for Session II for four more days of interactive instruction that further refines production and laundry-specific management skills.

Attendees who complete Sessions I and II plus the online component will possess advanced tactics for:

- Personally impacting total business performance
- Relating to and communicating with colleagues across all departments
- Efficiently managing plant workforce

**"PMI is something I would recommend
to anyone who is in the laundry industry,
whether you are in your first year
or your twentieth year in the industry."**

—Max Hersey, Superior Linen Service, Tacoma, WA

SCHEDULE FOR SESSION I (FIRST-TIME) ATTENDEES:

Sunday, August 8

4–8 pm Registration & Hotel Check-In
5–7 pm Dinner

Monday, August 9

7–8 am Breakfast
8–8:30 am PMI Session I Orientation
8:30–9:30 am Soil Sort, Part I
9:30–9:45 am Break
9:45–10:45 am Soil Sort, Part II
10:45–11 am Break
11 am–12 pm Wash Aisle, Part I
12–1 pm Lunch
1–1:45 pm Wash Aisle, Part II
1:45–2 pm Break
2–3:30 pm Scheduling & Managing Workflow
(Staffing)
3:30–3:45 pm Break
3:45–4:30 pm Group Exercise—Overview Of The
Day
5–7 pm Cookout Dinner

Tuesday, August 10

7–8 am Breakfast
8–8:45 am Group Exercise Report/
Presentations
8:45–10:15 am Drying and Conditioning
10:15–10:45 am Break
10:45 am–12 pm Finishing
12–1 pm Lunch
1–2 pm Process Of Developing SOPs
2–2:30 pm Break
2:30–3:30 pm Managing Quality Control and
Production Efficiency
3:30–4:30 pm Group Exercise (Develop an SOP)
5–7 pm Dinner
6–10:30 pm DC at Night Bus Tour (Optional)

Wednesday, August 11

7–8 am Breakfast
8–10:45 am Plant Tour (Alsco, Lanham, MD)
10:45 am–12:15 pm Safety Awareness
12:15–1 pm Lunch
1–2 pm Packout
2–2:15 pm Break
2:15–3:15 pm Inventory Control
3:15–3:30 pm Break
3:30–4:30 pm Plant Tour Debrief
5–7 pm Dinner
6–10:30 pm National Harbor Outing (Optional)

Thursday, August 12

7–8 am Breakfast
8–9:45 am Customer Service
9:45–10 am Break
10 am–12 pm Communicating And Collaborating
12–1 pm Lunch
1–2:45 pm Productivity And Capacity
Measurements And Metrics
2:45–3 pm Break
3–4 pm Group Exercise
4–4:30 pm Wrap-Up/Next Steps
5–6 pm Cocktail Reception
5:30–5:45 pm Class Photos (Meet Near The
Lobby Bar)
6–8 pm Graduation Dinner

Friday, August 13

7–8 am Breakfast
12 pm Check Out By Noon—Safe Travels!

“I came away understanding

there’s still a lot I don’t know!

I look forward to continued training

and returning for Year 2.”

—Matt Egger, Alsco Inc., St. Louis, MO

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FUN! SOCIAL ACTIVITIES PROVIDE NETWORKING OPPORTUNITIES WITH EMI, MMI ATTENDEES

This year TRSA's Executive Management Institute (EMI) and Maintenance Management (MMI) Institute will be held concurrent with PMI, adding valuable networking opportunities with EMI and MMI participants and faculty in group social functions. Building relationships with all TRSA institute colleagues is a valuable take-away from your time investment in these programs. Make sure you check the boxes on page 5's registration form and attend these unique events.



Tuesday, August 10: DC @ Night Bus Tour

Experience the nation's capital at dusk. Enjoy up close, dramatic views of monuments such as the Jefferson, Lincoln, MLK, FDR and Vietnam memorials, US Capitol and White House. Bus will stop for photo opportunities.



Wednesday, August 11: Night at National Harbor

Enjoy the DC area's unique waterfront entertainment, dining and shopping complex, overlooking the Potomac River. Pre-plan your night by reviewing the latest offerings at www.nationalharbor.com.

CPLM

CERTIFIED PROFESSIONAL
LAUNDRY MANAGER

Upon completion of PMI classroom and online training, PMI participants are tested and can earn the CPLM, the foundation for continuous learning and improvement through ongoing professional development activities.

ONLINE (COMPLETE BEFORE JULY 31, 2022):

Series of webinars and short quizzes that reinforce and enrich what was learned in Session I.

PMI SESSION II (AUGUST 7-11, 2022, SAME LOCATION AS SESSION I): Review of Session I and online component, CPLM final exam.

PLANT TOUR

Alsco, Inc., Lanham, MD

- F&B, Hospitality
- Opened 2016
- 120,000 square feet
- 120,000 pounds per day
- Two 11-module tunnel washers
- Six 900-pound conventional washers
- Automation from sling storage to tunnel washers and dryers
- Vacuum style soil counting by individual customer ties directly to invoicing

TOUR TAKEAWAYS

- Debrief Includes Q&A with plant management
- Additional case study and post-tour discussion within classroom
- Attendees give their opinions of toured plant
- Review alternative approaches to plant practices demonstrated



TRSA is committed to helping attendees stay safe! Review our Live Event Health and Safety Protocols at www.TRSA.org/eventsafety.

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August 8–12, 2021 • University of Maryland College Park Marriott Hotel & Conference Center • Hyattsville, MD

**4 Easy Ways
To Register:**

Online: www.TRSA.org/pmi
Email: registration@trsa.org

Mail: 1800 Diagonal Rd, Suite 200, Alexandria, VA 22314
Fax: 703.519.0026

Questions?
877.770.9274

REGISTRANT INFORMATION

Full Name (for certificate) _____

Nickname (for badge) _____

Company _____

Title _____

Address _____

City/State/Zip _____

Telephone _____

Email (required) _____

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

List the top three (3) management challenges you're currently struggling with: _____

Additional Evening Outings (no fee):

- ☐ Tuesday, August 10: DC @ Night Bus Tour
☐ Wednesday, August 11: Night on the Town - National Harbor

Shirt Size

- ☐ Small ☐ Large ☐ 2XL
☐ Medium ☐ XL ☐ 3XL

Class Selection

Participants must have completed the previous year's curriculum to register for the subsequent year's program.

- ☐ Session I — Attending PMI for first time in 2021
☐ Session II — Returning to PMI in 2021

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

REGISTRATION

PMI Program Fees include lodging, all meals, breaks, closing reception and dinner, evening outing transportation. All rooms are non-smoking.

	Early (by June 25)	Full Registration (After June 25)
TRSA Member (Operators or Associates)	<input type="checkbox"/> \$3595	<input type="checkbox"/> \$3895
Non-Member Operator	<input type="checkbox"/> \$5750	<input type="checkbox"/> \$6095

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 _____