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## **Enhanced Program to Build and Boost your Management Team**

**ALEXANDRIA, Va., May 1, 2023** — Program updates and two plant tours will augment knowledge and skills for laundry managers of all levels. Attendees of PMI will learn the tools necessary to manage plant operations successfully and efficiently as participants of TRSA’s 33<sup>rd</sup> Annual Roger F. Cocivera Professional Management Institute (PMI), hosted at the University of Maryland, Aug. 6-10.

PMI’s rich history of enhancing the professionalism of managers in the linen, uniform and facility services industry is in its fourth decade. In 2021, the program was retooled based on TRSA’s production-management job analysis.

To enhance the program, John Witschy, the Dean of PMI, added two additional sessions this year specifically on troubleshooting, one for wash aisle and a second for maintenance engineering. Plus, an in-depth exam review group session will help second-year attendees review before taking the CPLM test.

Chuck Hackenberg, a PMI graduate from Dempsey Uniform & Linen Supply, Jessup, PA, stated that, “The value of this program is in the knowledge of the instructors and their willingness to engage and breakdown any questions that were thrown their way.”

This year’s Session I program is August 6-10 and will include interactive, classroom style lectures, group exercises and presentations led by subject-matter experts. Session I topics covered include:

- Plant production
- Quality control and plant efficiency
- Safety awareness including PPEs and hazcom
- Sustainability
- Staff management
- Productivity and capacity measurements and matrix
- Communicating and collaborating
- Customer service

Following the Session I program, PMI participants will participate in a series of self-paced, online modules on topics such as human resources (HR), communications, finance, time/project

management and business ethics. Students will then meet again for Session II in August 2024 and receive four more days of interactive instruction that will further refine production and laundry-specific management skills.

Upon completion of the classroom and online training, students are tested and can earn the Certified Professional Laundry Manager (CPLM) designation, the baseline of knowledge for all graduates.

Both PMI sessions require participants to collaborate on solutions to real-world scenarios presented as case studies. Darrin Smith, a 2022 PMI graduate from KannegiesserETECH said that, "The PMI program is helping me understand what happens in detail from pickup to delivery, and how it all ties together to complete a customer's needs." Visits to local state-of-the-art laundries are part of the curriculum as well.

PMI is hosted concurrently with TRSA's 58th Annual Ehrlich-Stempler Executive Management Institute (EMI). Program participants have great opportunities to network with colleagues as they gather during free time, meals and evening social outings, which create unique opportunities for information sharing and socializing among leaders in the linen, uniform and facility services industry.

PMI is an all-inclusive program, with one fee covering all educational components, meals, lodging and transportation to and from evening events. Located at the University of Maryland in Hyattsville, Md., participants can easily arrive at PMI through one of three airports (Baltimore-Washington International (BWI), Dulles International in Virginia (IAD) and Ronald Reagan Washington National (DCA), also in Virginia). For more information and to register, visit [www.trsa.org/pmi](http://www.trsa.org/pmi). Save \$300 on registration if registered by June 24.

## **ABOUT TRSA**

TRSA ([www.trsa.org](http://www.trsa.org)), based in Alexandria, Va., represents the nearly \$40-billion linen, uniform and facility services industry by advocating for fair federal and state regulatory and legislative policy and promoting the economic and environmental benefits of reusable textiles. Employing more than 180,000 people at over 1,500 facilities in North America, our industry supplies, launders and maintains linens, uniforms, towels, mats and other products. These help businesses (including retailers, manufacturers, healthcare facilities and restaurants), government and other organizations enhance their image and provide clean, safe environments for their employees and customers. Most Americans benefit at least once per week from the hygiene and safety of products provided to the industry's customers. TRSA verifies and quantifies our industry's commitment to sustainability and cleanliness through our Clean Green and Hygienically Clean certification programs. TRSA increases the industry's productivity, sustainability, safety and professionalism through education, research, benchmarking and information-sharing.

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