

## VISIT AGENDA: PERFORMANCE AND OPERATIONAL EXCELLENCE

### PERFORMANCE SOLUTIONS BY MILLIKEN SPARTANBURG, SOUTH CAROLINA

#### Client Attendees: (6-10)

Susan Jones	Vice President of Manufacturing
Bob Smith	Global Director of Operations
Others	TBD

#### Performance Solutions by Milliken (4):

Steve Josey	Director of Client Development
Phil McIntyre	Managing Director of Business Development and Marketing
Dede Ericson	Client Lead & Sr. Practitioner
Stan Pendergrass	Sr. Director of Operations – North America

**Accommodations will be made for the client visitors to stay at Milliken's private Guest House.**

#### DAY 1

- 11:00 <sup>AM</sup> Client associates arrive at the Roger Milliken Center (RMC) – 920 Milliken Road, Spartanburg, SC 29303
- 11:15 Customer Center
- Photo
  - Innovation Gallery Tour
- 12:00 <sup>PM</sup> Lunch
- 12:45 MIC Main  
Jordan Workman – *Attendee Introductions*
- 1:15 *Introduction to Client and goals for the visit*
- 1:30 ***"Milliken's Operational Excellence Journey and its Financial Impact to the Company"***
- 2:15 Break

2:30 **"Building the Performance System – A Blueprint for Cultural Transformation"**

- Performance System Organization (Corporate and Plant)
- Cultural shifts that deliver results
- Pillar overviews
- Common language, common KPI's across sites/divisions
- Sustaining continuous improvement gains through associate engagement
- Deploying the system across sites and acquisitions

4:00 **"Zero-Loss Thinking – Tracking Performance Against Perfection"**

- Breaking paradigms based on budget-thinking
- Learning to celebrate "the red"
- Redefining loss and understanding wins

5:00 Depart RMC for Milliken Guest House

5:15 Cocktails & Dinner at Milliken Guest House

**DAY 2**

7:15<sup>AM</sup> Breakfast at Milliken Guest House

7:45 Depart for the Private Milliken Plant Tour

8:30 Arrive at the Milliken Plant

- Plant presentations from management and associates
- Plant Tour
- Q & A with plant associates

11:45 Lunch at Milliken Plant

12:30<sup>PM</sup> **"How PSbyM engages with clients - Charting the Path"**

- Outlining specifics of an engagement
- Understanding custom implementation strategy

1:15 Client reflection & debrief time

2:00 Path Forward discussions

2:15 **Depart Milliken Plant for airport**