A Study of Milliken’s Winning Performance System, Associate Engagement and Approach to Zero Losses

DRIVING WORLD CLASS OPERATIONAL EXCELLENCE

“What I liked best about the conference was the plant tour. We actually saw all of the Milliken Performance System at the plant level.”

Andrew Chan  
Vice President of Manufacturing  
Preferred Compounding Corporation

Ways to Register
PSbyM.com | Solutions@Milliken.com | 855-462-5630  
920 Milliken Rd, Spartanburg, SC 29303
Join Performance Solutions by Milliken in Spartanburg, SC and benchmark a world class system of sustainable operational excellence and performance improvement that targets cost reduction.

IN JUST 2 DAYS, YOU COULD SIGNIFICANTLY ADVANCE YOUR COMPANY’S JOURNEY TOWARDS SUSTAINABLE OPERATIONAL EXCELLENCE.

Explore Milliken’s effective processes through in-depth discussion and a hands-on plant tour. Learn how adopting Milliken’s cost reducing continuous lean process improvement activities could deliver your organization exceptional results. Just 3 three days at Milliken provides you with an in-depth study into this global organization—a company that benefits from using zero-based thinking to identify any and all potential wastes/losses and a fully engaged workforce to reduce firefighting to maximize continuous improvement efforts.

“The Milliken approach provides a great deal of wisdom and experience from years of continuous improvement; it gives plants just starting the journey the opportunity to avoid mistakes and companies that are somewhat down the road [in their journey] the opportunity for course correction.”

Camilla DiBarra | CFS COS Division Manager | Carlisle Food Service Division

MILLIKEN & COMPANY IS A UNIQUE ORGANIZATION WITH 150 YEARS of experience in building for the future, creating new experiences, and doing good. During the Operational Excellence Conference with Performance Solutions by Milliken, you will have a chance to learn from a company that understands the realities of staying competitive in an ever changing global environment. You’ll gain practical - not theoretical - knowledge needed to develop safe, efficient, sustainable processes which lead to increased customer satisfaction, improved quality, and greater margins. You will explore the philosophy of Performance Solutions by Milliken based on 9 pillars of discipline with safety, strategy, and zero-loss thinking supporting every aspect of operational excellence. You will benefit from the decades Milliken spent to evolve into a global innovation company and accelerate your own journey to excellence.
11 REASONS TO BRING YOUR TEAM!

Gain consensus and spark your leadership while you learn effective strategies to:

1. Eliminate repetitive issues and problems
2. Identify and prioritize improvement projects
3. Implement a logical, repeatable, and sustainable problem-solving approach
4. Develop methods to track and analyze data
5. Increase the creative problem-solving skills and capabilities while driving engagement
6. Provide solutions and support for your business case for change
7. Move your organization beyond budget and variances to a zero-loss approach
8. Remove functional silos within your company to create an integrated free culture
9. Affect your customers’ satisfaction and investor relations positively
10. Transform continuous improvement processes
11. Create a safer work environment

WHO SHOULD ATTEND OUR OPEX CONFERENCES:

CEOs | COOs | CFOs | CHROs | Operations Directors | Operations VPs | Quality Directors | Quality VPs |
Process Improvement Directors | EHS Directors | Lean Directors | Continuous Improvement Directors |
Quality Improvement Managers | Supply Chain Directors | Purchasing Managers | Black Belts | Green Belts |
Engineers | Site Directors | Plant Managers | Human Resource Managers

Enroll Today: PSbyM.com | Solutions@Milliken.com | 855-462-5630
DAY I

Roger Milliken Center’s Kingsley Theatre

8:30 am  Conference Registration, Roger Milliken Center, Spartanburg, SC
9:00 am  Welcome, Safety Message and Agenda Overview
9:10 am  Opening Session

Milliken’s Journey to Operational Excellence: Achieving & Sustaining Operational Excellence

As recently as February 13, 2012, The Wall Street Journal credited Milliken & Company’s “manufacturing techniques,” “willingness to change,” and “innovation” as some of the reasons why Milliken has survived for 150 years in very competitive markets. Craig will share how Milliken spent years benchmarking manufacturers globally, what those many trips uncovered, and how the Milliken Performance System formed out of these learnings and evolved.

9:55 am  Group Photo and Refreshment Break
10:15 am  The Foundation to Milliken’s Performance System: Safety

In this highly energetic session, we’ll explain how Safety became a corporate core value and made the journey to operational excellence possible.

11:00 am  Innovation Gallery Tour
12:00 pm  Networking Luncheon in the Carolina Dining Room
1:00 pm  “Faces and Places”
   Moderators: Nicole Yeske and Diane Arnett
1:45 pm  Taking a Deep Dive into the Milliken Performance System:

    Daily Team Maintenance (DTM), Preventative Maintenance (PM) and 5S Pillars
    Performance Solutions by Milliken Practitioner
3:15 pm  Refreshments Break
3:30 pm  Taking a Deep Dive into the Milliken Performance System: Focused Improvement (FI), Quality Management (QM) and Continuous Skills Development (CSD)
    Performance Solutions by Milliken Practitioner
5:00 pm  Adjourn for the day

DAY 2

Roger Milliken Center’s Kingsley Theatre

7:00 am  Networking Breakfast Carolina Room

TEAM 1

7:30 am  Bus 1 departs for Johnston Plant
9:15 am  Johnston Plant Tour
12:00 pm  Pick up boxed lunch and board bus to return to Roger Milliken Center
1:40 pm  Arrive at RMC for afternoon sessions
2:00 pm  The Journey to Zero: Milliken’s Critical Moves to Enable the Financial Return of Operational Excellence

   Directing your team’s continuous improvement projects to zero losses can help drive your company’s costs reduction and enable sustainability, regardless how competitive your business environment. Discover how all losses — even those in your blindspots such as change time, preventative maintenance and cleaning — should be considered opportunities. Through continuous improvement efforts these losses can be driven to zero. In this session, you’ll learn why Overall Equipment Effectiveness (OEE) was the basic measure of operational performance for all Milliken plants.

   Associate Engagement: How Wining the Hearts and Minds of Employees Drives Operational Excellence

   Using examples from Milliken as well as other client companies, we will outline why organizations must address people and culture long before applying new tools. Milliken’s systematic approach to operational excellence and its focus on the human element is examined, and also answering questions such as:

   How can small wins on big projects improve overall morale and lead associates to success?
   How can organizations align plant operations to the overall strategic goals of the company? How can I win the hearts and minds of those I lead?

4:15 pm  Conference Wrap Up
5:00 pm  Adjourn for the day

TEAM 2

8:30 am  The Journey to Zero
9:30 am  Associate Engagement
9:45 am  Presentation Wrap Up
10:00 am  Break and board bus to Johnston Plant
12:00 pm  Bus 2 departs for Johnston Plant
2:40 pm  Johnston Plant Tour
4:15 pm  Board buses to return to Roger Milliken Center
5:00 pm  Arrive at RMC and adjourn for the day

Enroll Today: PSbyM.com | Solutions@Milliken.com | 855-462-5630
Milliken’s Johnston Plant Tour

Johnston plant grew its SKUs by 142% over the 5 years, increased the plant’s profitability 49% and became a plant that Milliken utilizes as a benchmarking plant for its other operations. These are just a few reasons why PSbyM has chosen Johnston as your plant tour. You’ll explore this plant’s many benchmarking processes with the plant’s leadership and associates.

HOTELS

Spartanburg Marriott at Renaissance Park
(closest to downtown)
2 Restaurants inside Hotel
299 North Church Street, Spartanburg, SC 29306
2.0 miles Southeast from the center of 290 Milliken Road

Courtyard by Marriott Spartanburg
(close to Milliken campus, but not downtown)
110 Mobile Drive, Spartanburg, SC 29303
1.3 miles West from the center of 920 Milliken Road
Near Mall/Several Restaurants

Holiday Inn Express Hotel & Suites at Westgate Mall
895 Spartan Blvd, Spartanburg, SC 29301
3.5 miles Southwest from the center of 290 Milliken Road

Comfort Suites at Westgate Mall
458 West Blackstock Road, Spartanburg, SC 29301
3.7 miles Southwest from the center of 290 Milliken Road

Hampton Inn & Suites at Westgate Mall
801 Spartan Boulevard, Spartanburg, SC 29301
3.7 miles Southwest from the center of 290 Milliken Road

TAXI/SHUTTLE SERVICE (SPARTANBURG AREA)

Eastside Transportation Services
2311 Airport Road, Greer, SC 29651, (864) 609-5466

Checker Cab & Locksmith
275 S Church St Ste 103, Spartanburg, SC, (864) 583-2724

Atchison Transportation Service
120 Interstate Park, Spartanburg, SC, (864) 595-1234

Yellow Cab Deluxe, Inc.
120 Interstate Park, Spartanburg, SC, (864) 587-8690

Executive Transportation
160 Porter St, Wellford, SC, (864) 303-0394

Enroll Today: PSbyM.com | Solutions@Milliken.com | 855-462-5630
PHIL McINTYRE, Senior Director of Business Development. Phil’s lengthy career in business and manufacturing leadership makes him the right person to speak about the impact Zero Loss Thinking can make to an organization. Phil has successfully led several business units within Milliken & Company to both profitable growth and long term financial sustainability. Prior to his corporate level business leadership roles, Phil led the implementation of the Milliken Performance System in the Performance Products Division and served as director of cost improvement, where he was responsible for strategic cost reduction efforts. He also worked as the Pursuit of Excellence Director and was responsible for integrating aligning critical customer needs (and wants) with both manufacturing and business capabilities. Early in his career, Phil worked in four different manufacturing locations for Milliken & Company, holding five different positions ranging from Quality to Cost. Phil credits this early diversity in job responsibility and scope as the beginning of his in-depth knowledge of Continuous Improvement; his appreciation for empowered safety systems; and his understanding of why establishing the correct financial metrics to drive the right behavior. Phil holds a degree in Industrial Engineering from Clemson University and a Master of Business Administration from Wake Forest University.

CARA THOMPSON, Managing Director of Operations, has worked for Milliken for 20 years, starting as a Product/Process Improvement Engineer at our Dewey Chemical Plant in Inman, South Carolina. She quickly rose through the ranks as a Department Production Manager, a Senior Production Manager, a Process Improvement Leader at two different manufacturing sites and then as a Plant Leader, also for two sites. Before joining Performance Solutions by Milliken, she led the North American Plastics Additives Technical Service Group as a Development Manager. Cara has worked with clients around the world, representing multiple industries, helping all levels of an organization in areas of Engagement Design & Leadership, Instruction Design, Development & Delivery, Cost Management, Performance Facilitation, Leadership Coaching & Development, and Project & Change Management. Cara has a degree in Chemical Engineering from Clemson University and a Masters of Business Administration from the University of South Carolina.

JORDAN WORKMAN serves as Director of Client Development for Performance Solutions by Milliken. He works with multi-national manufacturing clients to help them assess their operational performance and create strategies to deliver on corporate performance expectations. Clients served span a variety of industries, including agriculture, automotive, pharma, chemical, food and beverage, mining and specialty plastics. Prior to joining Performance Solutions by Milliken, Jordan was employed by Owens Corning for almost a decade, where he last served as Marketing Director for a global business unit and was responsible for creating and executing a go-to-market strategy that aligned commercial, supply chain, and operational capabilities. He also served as Business Development Leader for greater China based in Shanghai. He brings a wealth of knowledge on how to bridge cross-cultural differences and drive performance in the journey to business excellence. Jordan holds a degree in Economics & Political Science from West Virginia University.

NICOLE YESKE serves as Director of Marketing and joins the team to spearhead additional growth within the marketing division at Performance Solutions by Milliken. She brings to the team not only a strong marketing background, but also a strength in analytics and innovation. As Marketing Director, she is responsible for planning, implementing, and overseeing marketing strategy and execution. Prior to joining Performance Solutions by Milliken, Nicole held several progressive marketing roles at Gordian, the world’s leading construction cost data, software, and service provider, including Product Marketing and Digital and eCommerce management. Prior to Gordian, she began her career at Dell Computers as a Consumer Products Marketing Manager responsible for point of sale merchandising and large campaigns. Nicole holds a B.A. in Marketing from Michigan State University.

Enroll Today: PSbyM.com | Solutions@Milliken.com | 855-462-5630
A Study of Milliken’s Winning Performance System, Associate Engagement and Approach to Zero Losses

DRIVING WORLD CLASS OPERATIONAL EXCELLENCE

Ways to Register
PSbyM.com | Solutions@Milliken.com | 855-462-5630 | 920 Milliken Rd, Spartanburg, SC 29303

MAIL IN REGISTRATION FORM:
For more than 3 participants, please photocopy the registration form

☐ Yes, I would like to learn how to build a robust performance system

Please check which date(s) you and your team will be attending:

$1,995 per person; $1,795 per person for teams of 3 or more; $1,395 per person for teams of 6 or more which include 1 or more corporate level attendees.

Name #1: ____________________________________________
Title: __________________________ Email: ____________________________________________

Name #2: ____________________________________________
Title: __________________________ Email: ____________________________________________

Name #3: ____________________________________________
Title: __________________________ Email: ____________________________________________

Company: ____________________________________________
Address: ____________________________________________
City, State, Zip: ____________________________________________

Your Registration Includes
… tuition, workbook, program materials, refreshment breaks, exclusive plant visit, transportation to and from the plant, and networking breakfasts and luncheons. Please note that lodging and other meals are not included.