



## Bruce Thompson

President of SLT Consulting LLC

Bruce Thompson is considered an industry leader in the application of the Lean principles to the Demand Generation parts of business. With a strong background in manufacturing, he has also developed the approach to applying the Lean principles to demand generation to balance companies along the improvement journey. Bruce's methods allow the power of a Lean Enterprise Transformation to be realized at the heart of a company's demand generation workforce. Mr. Thompson has over 25 years of diverse experience in manufacturing, service and product development, process analysis, quality and operations. His primary expertise is the application of systems and principles that lead to effective, lean work processes from design, analysis, message creation and delivery, through product service and finance. The techniques have proven immensely successful in finding new levers of improvement in areas such as Finance, Sales, Marketing, Customer Service, Order Entry, Engineering and Supply Chain.



## Rob Galloway

President, US Synthetic

Rob Galloway, President of US Synthetic, joined the company in October 1997 as a Mechanical Engineer and initiated the company's Lean manufacturing journey in 2004. During his tenure at US Synthetic, Galloway has served as Vice President of Operations, Production Manager, Research and Development Engineer, and Customer Manager.

Galloway also founded and managed Sundance Diamonds, US Synthetic's gem diamond business division. Prior to his time at US Synthetic, Galloway worked as a Research Technician at Hughes Christensen in Salt Lake City, Utah; and for Lucas Aerospace in Park City, Utah. Galloway holds a BS in Mechanical Engineering from the University of Utah.

# Results: Systems of Management & Measures

This workshop offers a no-nonsense, interactive approach to both practical and practiced methods for achieving results as they relate to Dimension 4 of the Shingo model: Results. The goal is to enable attendees to build a mechanism whereby they can expediently ascertain business health and make quick, efficient management decisions by possessing the *exact* data needed, *exactly* when needed. Attendees will:

- Recognize how business results are linked to the inherent connection between work, and the timely, appropriate measures of work
- Learn the elements of a management system to a) periodically capture and communicate the impact a system enhancement and b) monitor effectiveness of ongoing work
- Actively engage in establishing the groundwork of management system best-suited for their individual organizations

This workshop is ideal for those seeking to discover proven, successful systemic thinking methods as well as those looking to refresh their knowledge in management system principles for business use and Dimension 4 of the Shingo model.