



Building the Infrastructure for Operational Excellence
Ellen Milnes, MoreSteam

How strong is your Continuous Improvement culture? Will it withstand a change in leadership? A budget cut? Leaders in operational excellence build a foundation that is sustainable, scalable, flexible, and tuned for speed. To train and assign CI projects without a robust infrastructure, is like taking off in a plane without a flight plan and ground support. You may get where you're going, but it's risky and wasteful.

Join an interactive discussion about the decision-making, technology, and leadership behaviors necessary to support an organization of problem solvers who consistently deliver results.

Key points include:

- Achieving strategic alignment to solve business problems
- Developing leader standard work to institute a culture of continuous improvement
- Providing project workflows and team support to get projects across the finish line

About the Presenter

Ellen Milnes has 26 years of experience implementing continuous improvement in customer-centric businesses. Ellen was a line executive for Columbia Gas Distribution Companies where she directed customer contact, billing, & payment processes for a business unit of 350 employees serving 1.3M customers. She led the deployment of an Operational Excellence model and acted as continuous improvement champion and WorkSmart (kaizen) sponsor.

After leaving Columbia, she worked as a process improvement consultant in the energy and non-profit sector. She currently is employed by MoreSteam.com, a company that provides process improvement training, data analysis tools, and client services.