

## ***Introduction:***

### ***Mark Graban (Gray'-ben)***

B.S., M.S., MBA

Our next speaker, Mark Graban, is an internationally-recognized author, speaker, consultant, and entrepreneur. Mark has worked with hospitals and health systems across the U.S., Canada, and Europe to help them understand and implement “Lean healthcare” methods and mindsets.

Mark is the author of the book *Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement* and is co-author of a second book, titled “*Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements.*” Both books are recipients of the prestigious Shingo Research Award and *Lean Hospitals* has been translated into eight languages.

Mark earned a BS in Industrial Engineering from Northwestern University and also attended graduate school at MIT, where he earned an MS in Mechanical Engineering and an MBA from MIT Sloan's Leaders for Global Operations Program. He is a faculty member for the Lean Enterprise Institute and the ThedaCare Center for Healthcare Value.

Mark is here to make you think, to inspire you, and to give you practical ideas to take back to your workplace. Please join me in welcoming Mark Graban.