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Mark Graban is the VP of Innovation and Improvement Services for KaiNexus. He is also an author, speaker, and consultant in the field of “lean healthcare.” 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 Shingo Professional Publication and Research Award. 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. Mark and his wife live in the Dallas-Fort Worth area.