***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, visited, or spoken at hospitals and health systems across the U.S., Canada, Brazil, Europe, and Asia.

Mark is the author of the book *Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement* (with a revised 3rd edition released in 2016). Heis also co-author of *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. His most recent book is titled *Measures of Success: React Less, Lead Better, Improve More*.

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 Catalysis.

Mark is here to make you think, to inspire you, and to give you practical ideas you can use. Please join me in welcoming Mark Graban.