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Mark Graban is an author, speaker, and consultant. Mark is the author of the book *Lean Hospitals* andis co-author of a second book, titled *Healthcare Kaizen.* Both books are recipients of the Shingo Professional Publication and Research Award. His most recent book is *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. Mark and his wife live in the Dallas-Fort Worth area.