***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. He has also written *Measures of Success: React Less, Lead Better, Improve More* (2018) and his latest book is *The Mistakes That Make Us: Cultivating a Culture of Learning and Innovation.*

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