

Building Innovation Through Trust:

Lessons Learned from the

“One-Mistake-Per-Minute” Manager

After spending more than 20 years learning from his mistakes as Plant Manager for St. Louis-based Wainwright Industries, Mike Simms began sharing with others his strategies for achieving operational excellence.

Learn first hand how adopting a management philosophy based on sincere trust and belief in people led Wainwright Industries to achieve:

- ✓ The first ever Missouri National Quality Award
- ✓ The Malcolm Baldrige National Quality Award for Small Business
- ✓ Industry Week’s Best Plants in America Award
- ✓ An average 60 implemented improvements per employee per year
- ✓ A rise in customer satisfaction from 70% to 98%
- ✓ An 88% decline in recordable accidents
- ✓ A 66% decline in quality costs of scrap and rework

What you’ll learn from Mike’s mistakes:

- ✓ How sincere trust and belief in people is tied to operational excellence
- ✓ How to align your organization’s people around common beliefs and goals
- ✓ How measurement systems drive behavior – both good and bad
- ✓ How to create the foundation for system-wide improvement and Six Sigma culture
- ✓ How HR processes can be redesigned to strengthen team alignment
- ✓ How focusing on the “little things that count” can build a forceful and dynamic suggestion/improvement system
- ✓ How sustainable change happens middle-out, not top-down or bottom-up
- ✓ How to use “superstars” as a source of strength and support rather than envy and resentment
- ✓ How to apply the principles and practices of The Wainwright Effect

Since 1993, Mike has inspired tens of thousands of people from thousands of organizations large and small with his account of “lessons learned.”

Since playing a leadership role at Wainwright Industries, Mike has conducted hundreds of seminars with diverse international groups and has spoken nationwide with audiences of all sizes about the journey toward world-class excellence. The main focus of his message is the critical importance of a culture built upon “sincere trust and belief in people” – and what it takes to maintain that type of workplace environment.

As a Senior Consultant with Landes & Associates, Mike works with an array of organizations to help them “build innovation through trust.” He offers thought-provoking insights on how to imbed *The Wainwright Effect* in creating “people-first” systems for measurement, communication, learning and systematic improvement. He specializes in working with middle managers, aligning them around their roles and responsibilities in fostering trust and employee involvement throughout an organization.



Michael S. Simms

“Your message is inspiring and I learned so much from your description of the “people journey” at Wainwright. Your energy, enthusiasm and commitment is infectious.”

–Deborah I. Walker, Vermont Agency of Transportation

“Your comments made a real impression on all of us. You have caused us to reflect on the way in which we do business and have inspired us to study your experience, values and philosophy.”

– Mike Anderson, Daughters of Charity Health System

“The results from your program tallied to 98.5%. This is one of the highest ratings we have received. According to every standard, your presentation was a benchmark.”

– Thomas P. Johnson, St. Louis Regional Quality Institute

“With approval ratings of 4.89 (out of 5.0), Mike was a conference highlight.”

– Dale Parvey, Arizona Quality Alliance

HEAR MIKE’S STORY FIRST-HAND, CALL 314-664-6497
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& ASSOCIATES