



Michael Simms

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Background

Mike Simms is the former general manager of Wainwright Industries which earned the Baldrige National Quality Award, the Missouri Quality Award, and Industry Week Best Plants in America Award. During his 20 years at Wainwright, Mike implemented unique personnel and quality improvement systems, including documented best practices in:

- Measurement systems
- Leadership development
- Employee engagement
- Safety

After Wainwright earned the Baldrige Award, more than 8,000 managers and supervisors from other organizations around the country visited the company, hearing Mike's story and benchmarking Wainwright's systems, processes. The company's documented results include:

- **Continuous improvement** – 52 implemented improvements per employee per year
- **Recordable accidents** – 88% reduction, 86% reduction in workers compensation costs
- **Cost of quality** – 66% reduction in rework costs
- **Customer satisfaction** – sustained above 95%
- **Financial results** – 62% increase in gross profit

Mike's hands-on management experience and lessons learned provide real-world, practical consulting support for the organizations he works with. His consulting focus is on the integration of leadership development and employee engagement with continuous improvement systems. He was instrumental in creating Wainwright's mission control room and prioritized scoreboard, which were a critical component that led to the company's award-winning results. The Wainwright scoreboard supported a shift from the traditional employee review process to a forward looking employee coaching and development process.

Mike consults with organizations that are seeking to improve their measurement, leadership development and employee engagement practices. He has worked with clients in a variety of sectors and industries, including manufacturing, healthcare, education, and government. Mike has consulted with other organizations which have earned the Baldrige Award including SSM Healthcare.

Mike has been a Landes & Associates team member for 20 years.



www.landesassociates.com (314) 664-6497

Speaking Engagements

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.

"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**