

Aug 23 2019.

Dear Frank,

The journey with LMI Canada started in the spring of 2018. The VP of Operations enrolled the Winnipeg team in the Effective Leadership Development program as the facility was having a number of challenges. Manufacturing principles and practices (smart goals, lean, Kaizan, leadership training, 5S etc), though trained and coached were not providing the improvement that was needed.

The group of participants in the program were at a variety of education and experience levels. It was a not an easy path for the team. Self-discovery, finding new strengths and traits to enhance, plus the addition of new tools to use caused a roller coaster of emotion during the lessons.

With spaced repetition, practice and coaching from our mentors the team graduated in Jan 2019, with a lovely certificate to hang on the wall. For most programs, that would be the end.

During the class, the team achieved several of their goals and made great progress towards longer-term goals. After graduation, the proof of the long term change that participating in a LMI program granted was soon seen.

**In 2019, every month, there has been an efficiency improvement, and all KPI's remain in the green. The facility is now ranked #1 in Canada, when it was the lowest in all measures in 2017, a 40% sustained improvement in 2 years.**

Not only has the improvement served the facility with substantial cost savings, the graduating class is now using the tools to help the other facilities in the network. Each individual grew during the process and has been forever impacted by the lesson learned.

Sincerely,

**Natasha Fogg**

**Operations Manager Winnipeg**