



Benjamin Bartlett



Engaging Frontline Employees in Problem Solving
Presenter Benjamin Bartlett

Meeting Information

Schedule:

5:30 PM Networking, light meal
6 – 7:30 PM Program

Location:

Finnish Center Association Cultural
Center
35200 W 8 Mile Rd
Farmington Hill, MI 48335
(248) 478-6939

Credits: 0.5 RUs

\$10 for ASQ Detroit Section members
up to 48 hrs in advance

\$20 for ASQ Detroit Section members
within 48 hrs of event

\$20 for non-ASQ Detroit members

Note: No Cash or Checks can be accepted at the door.
Credit Card or PayPal only.

RSVP to: <https://tinyurl.com/y2q5fily>

Questions? Contact Larry
Stephens 248.866.3536

www.asqdetroit.org

Frontline problem-solving is a popular ideal for companies looking to transition to a more Lean-based environment. However, it can be difficult to help employees make the transition when there are many barriers that stand in the way of success which have nothing to do with understanding Lean thinking.

In this talk, Ben will describe his experiences standing up a frontline problem solving team, and extract principles others can use in their own contexts.

Ben Bartlett grew up in Michigan and completed a degree in Political Theory and Constitutional Democracy at Michigan State University. He later moved to Kentucky, where in 2010 he began studying and applying Lean/Six Sigma principles within his roles as analyst, consultant, and manager at Humana (health insurance). Over the years, he led dozens of Six Sigma and waste elimination projects in multiple departments.

Ben took on a role as Continuous Improvement Coach at Consumers Energy in November of 2018, leading and educating frontline problem solving teams as the utility seeks to transform to Lean-based management tools and processes.

College students are invited to attend this meeting for free! Please RSVP and plan to bring your student ID to the meeting.