

Who Moved My Customer?



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- ✈ Developer of the SEA Lean Enterprise System, Roadmap, and Process Maturity Model
- ✈ Chairman, CEO, L5 Performance Systems
- ✈ Chairman, Corazon de Vida Foundation
- ✈ Chairman, ECO Generations, Inc.
- ✈ Partner, Xcaret Holdings, Inc.
- ✈ Partner, Blackstone Antiquities, LLC
- ✈ Past Chairman, California Baldrige Program



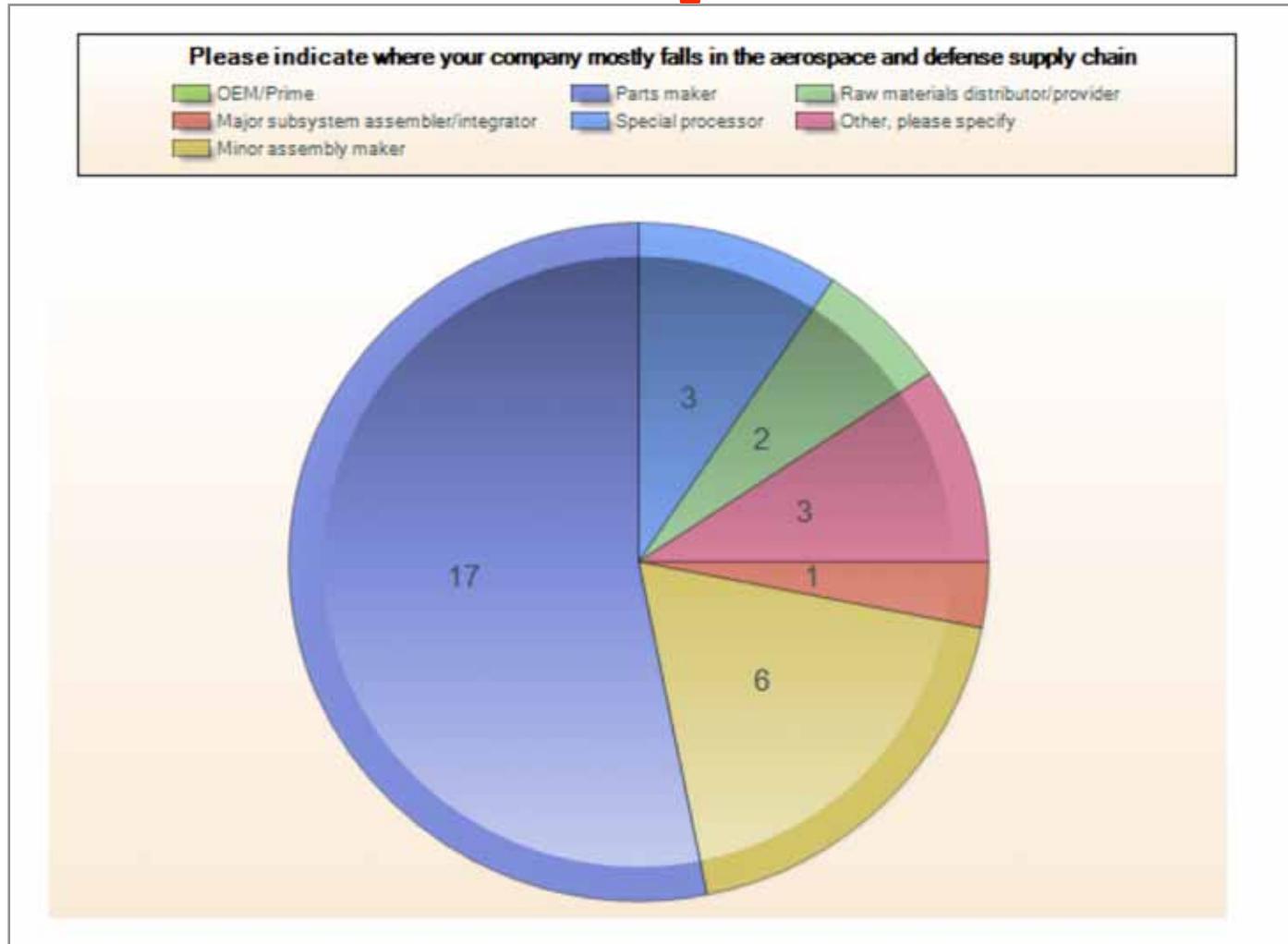
Who Moved My Cheese Workshop

The Writing on the Wall

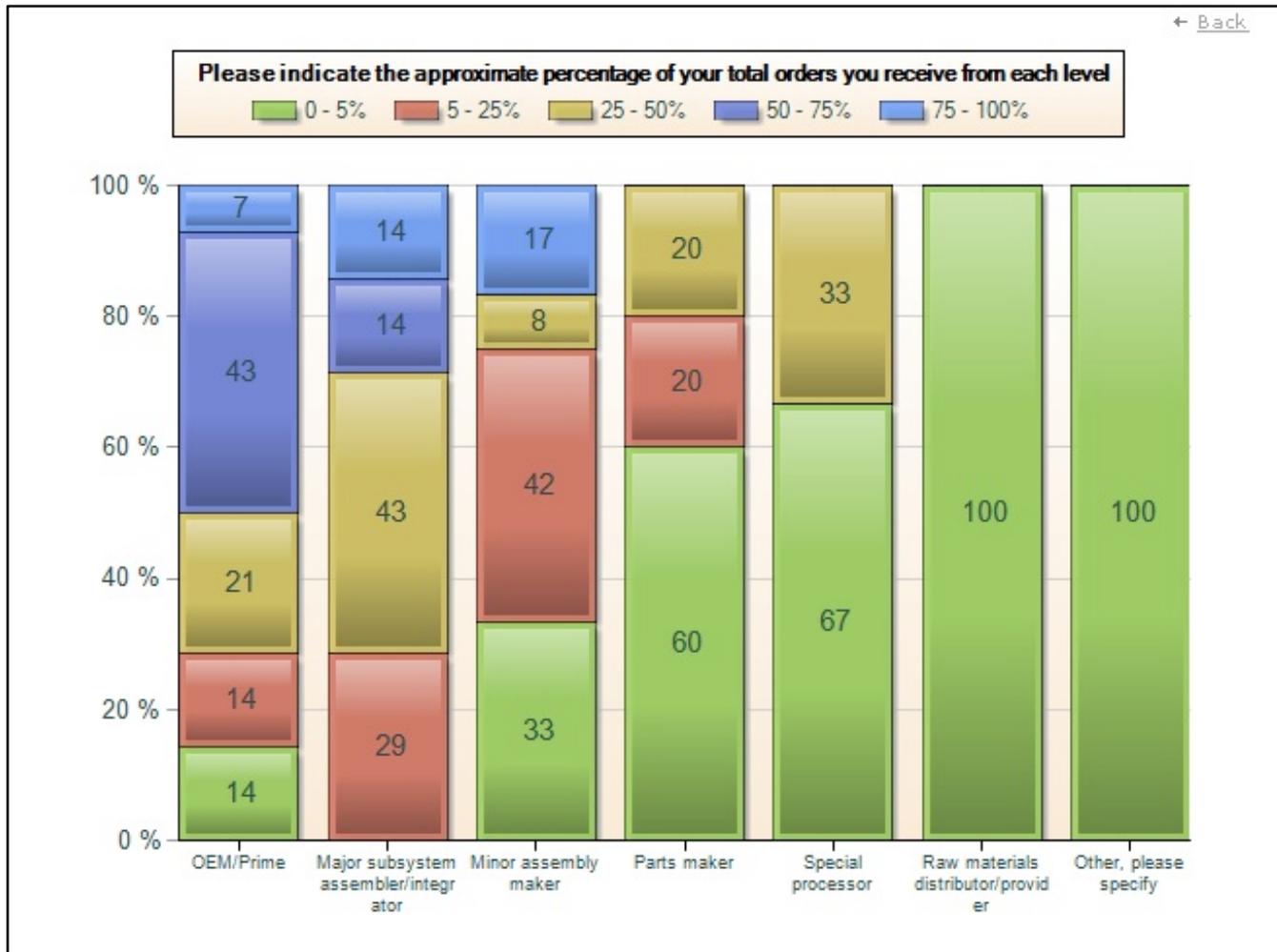
- Noticing small changes early helps you to adapt to the bigger changes that are to come



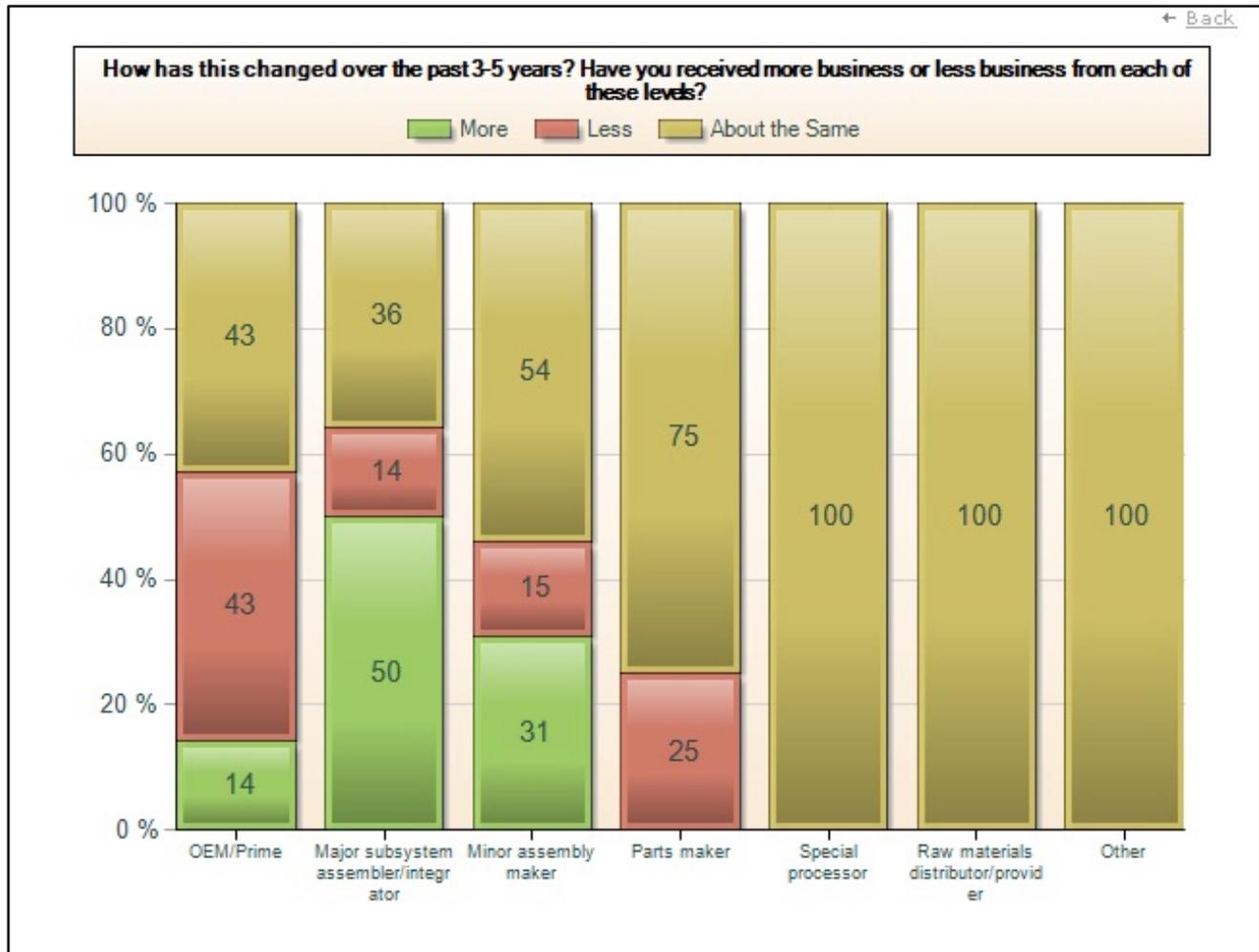
Who Responded?



Current Business



How is it changing?



What's Changing

- What are examples of how our business has changed?
- How do we prepare for the changes in our supply chains?