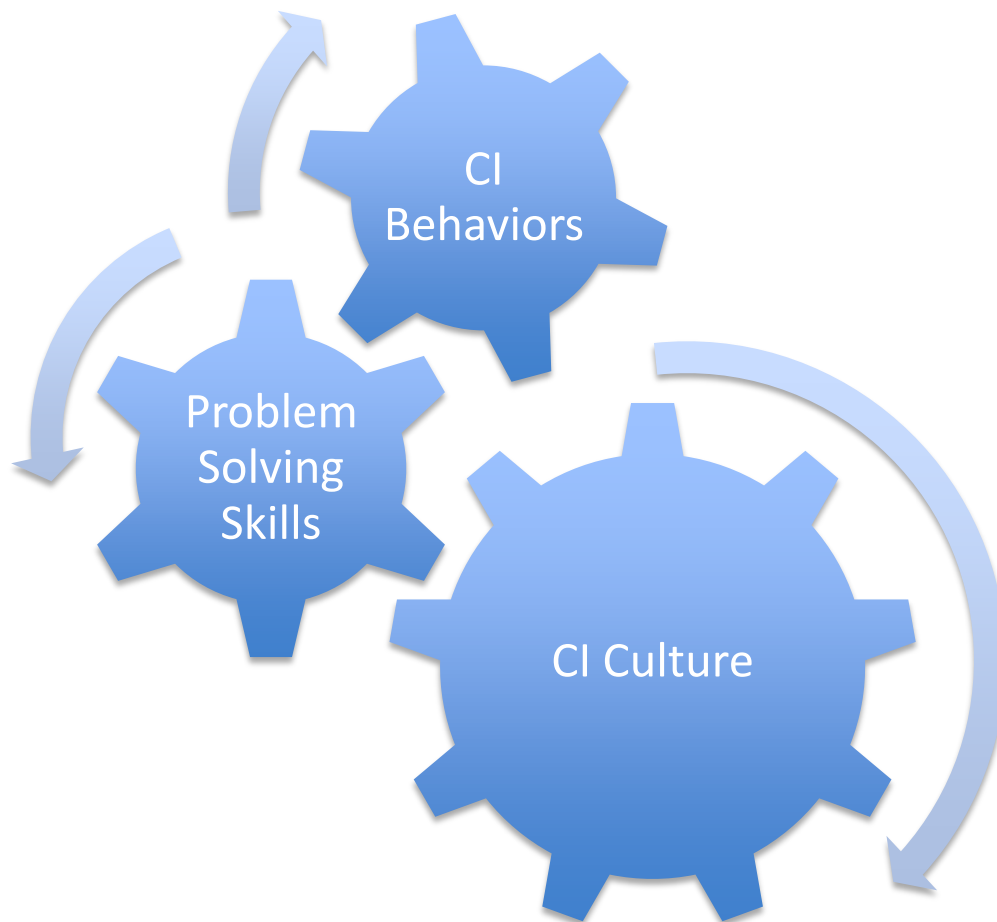


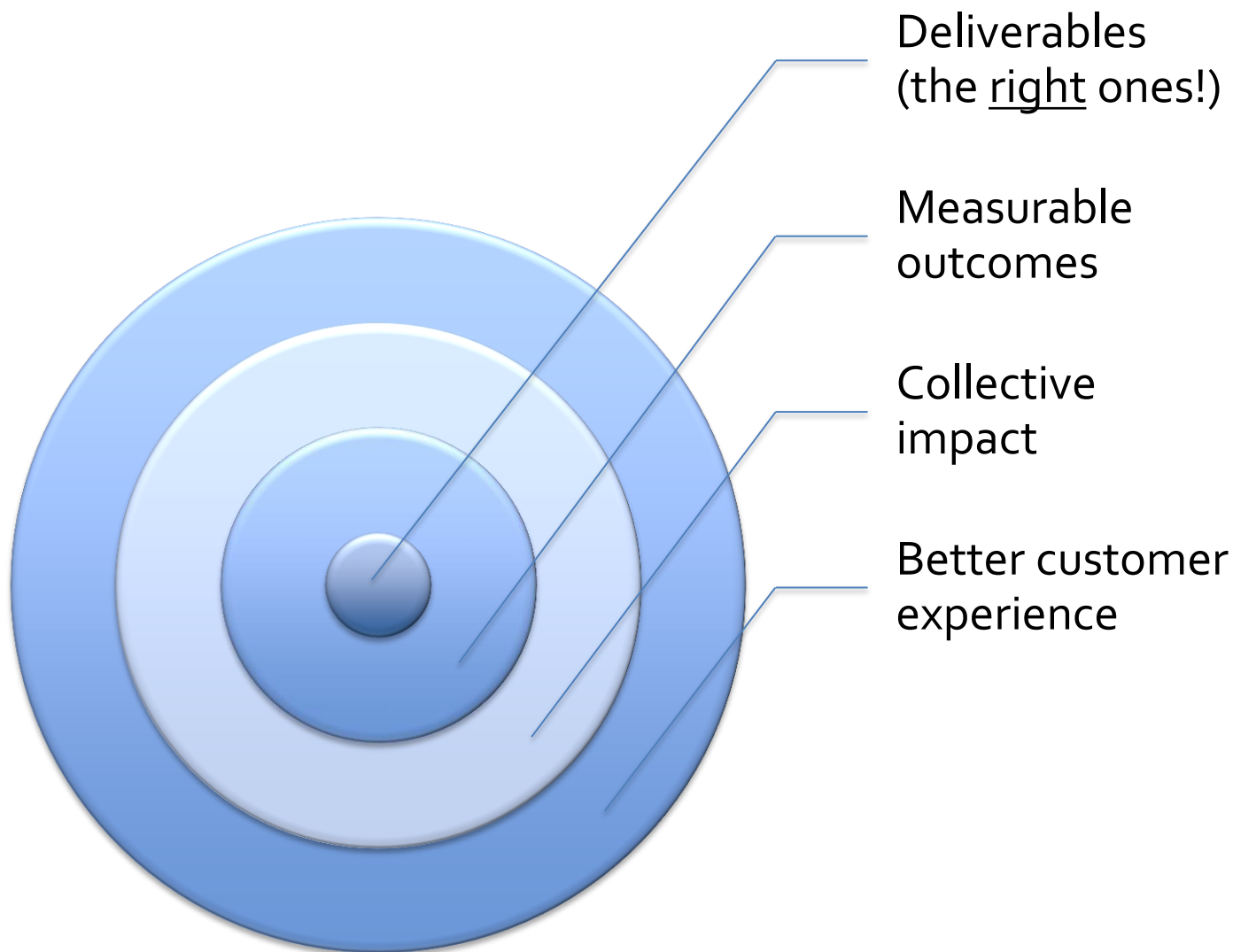
At Your Service! Creating a Culture of Continuous Improvement in Service

Bethany Foy

Continuous Improvement Leader
Ohio Mutual Insurance Group













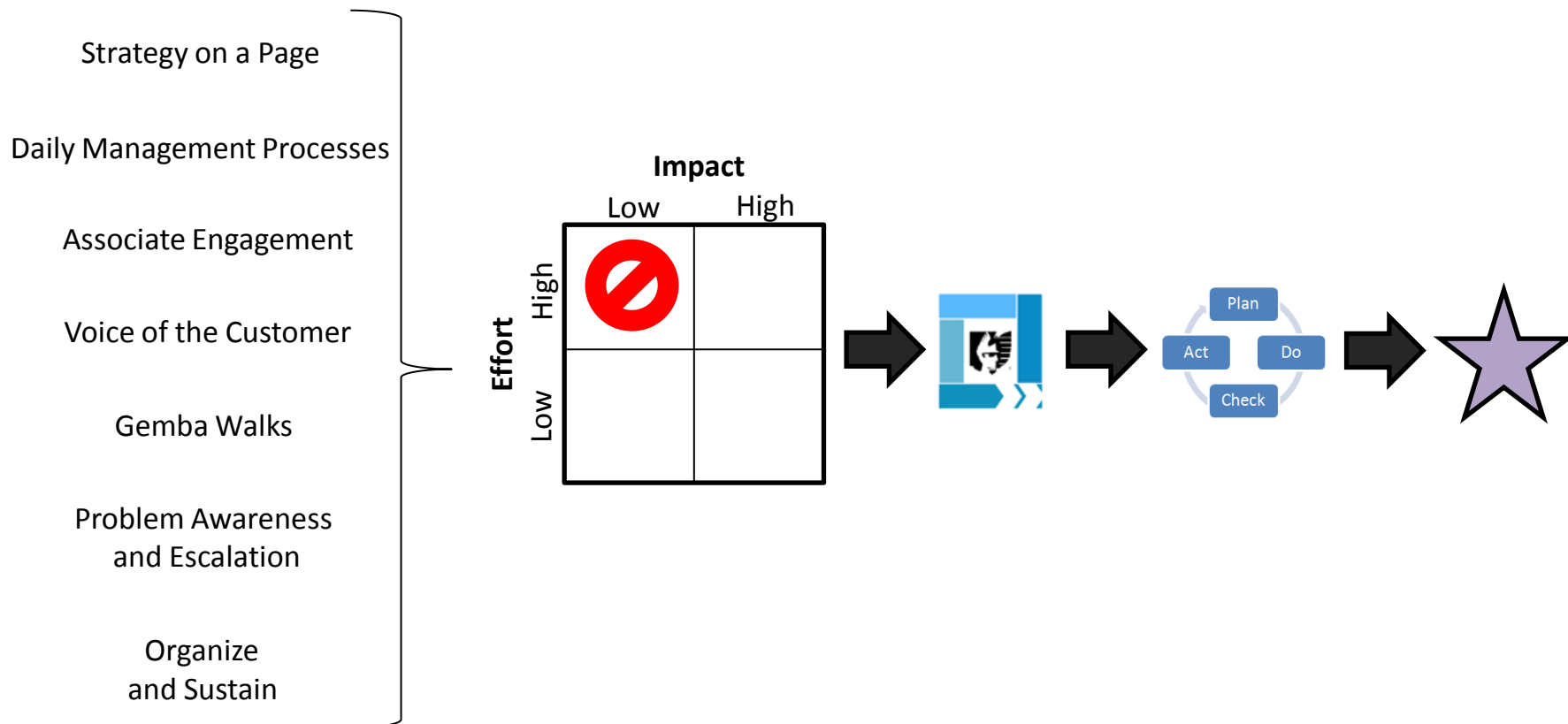




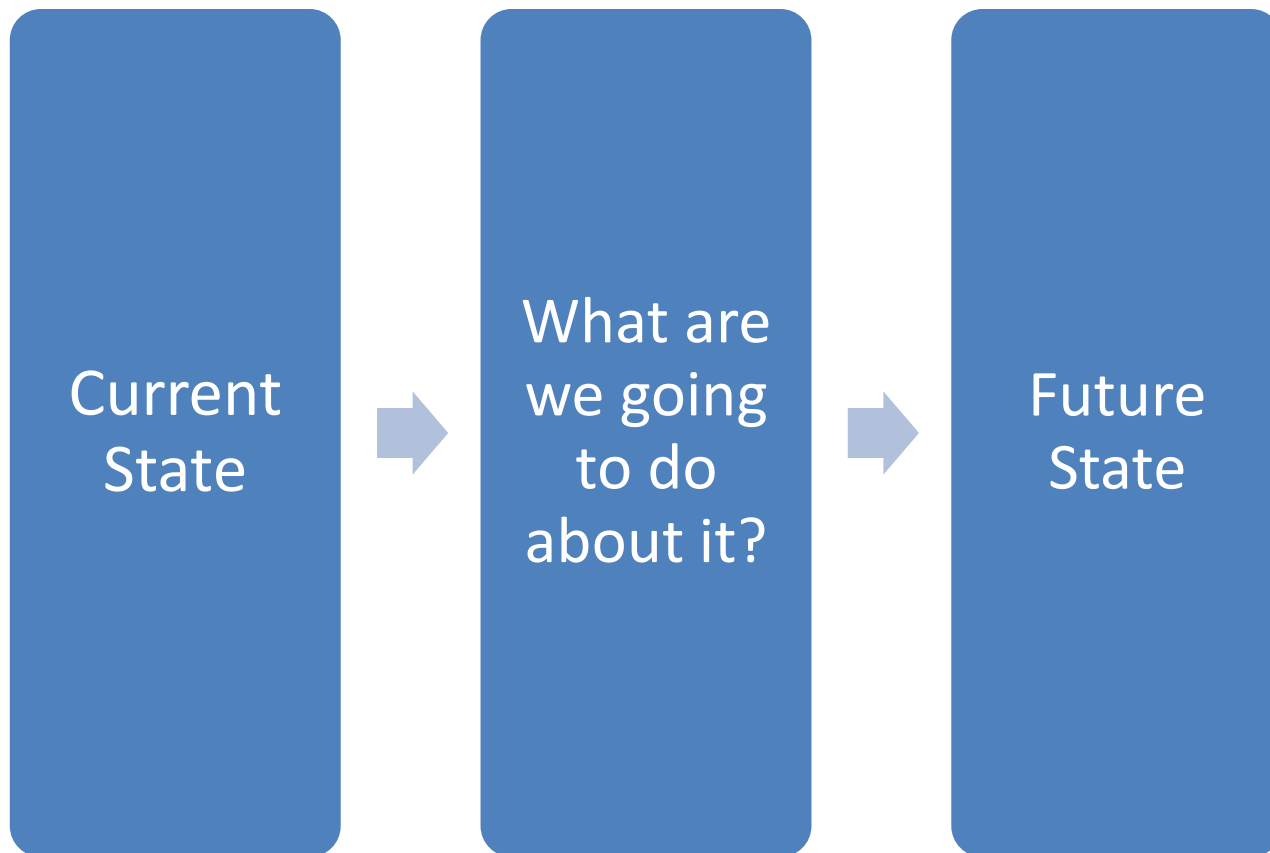




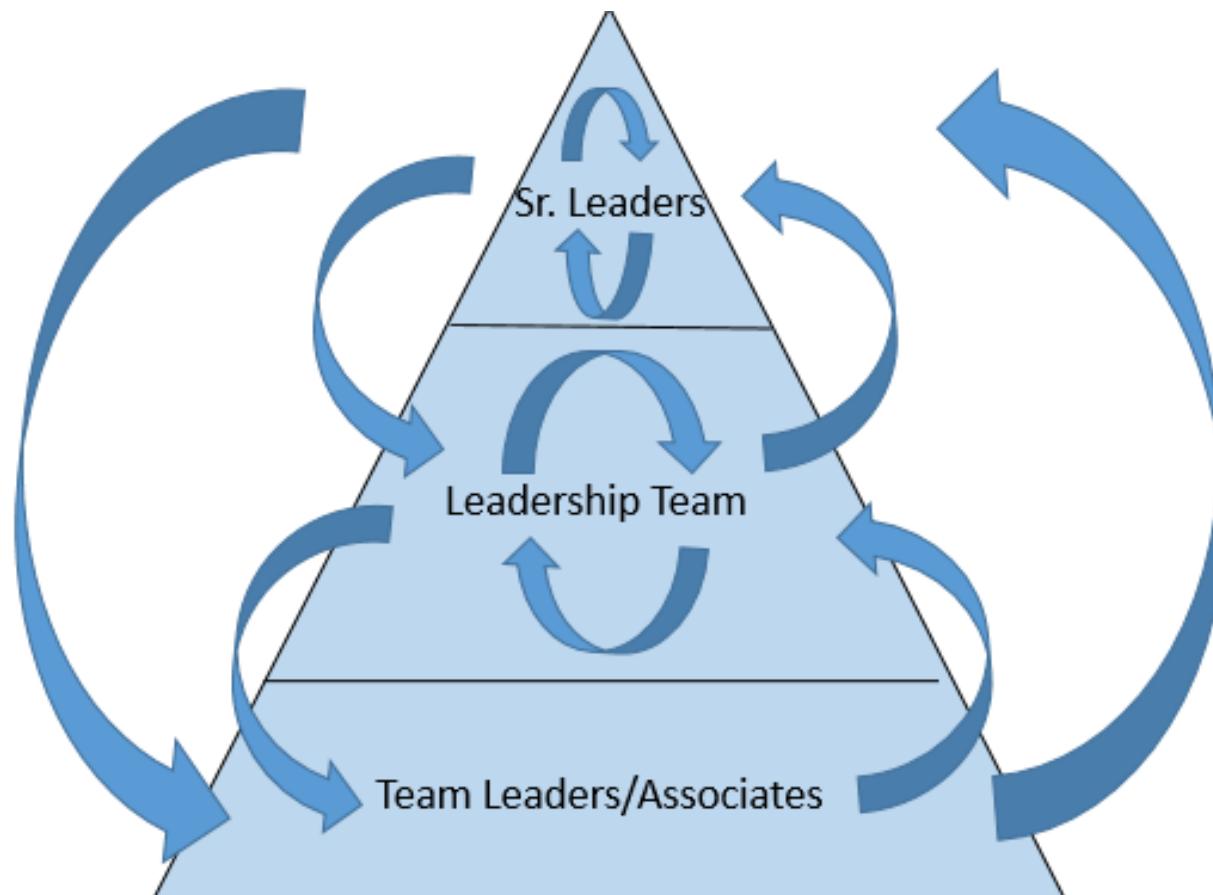
Lean Management System



Strategy on a Page



Gemba



Questions?



Get Engaged

- 1) Communicate along the way, yet smartly and concisely.
- 2) Ask “How can I help”?
- 3) Lead with a goal of personal development for yourself and others.

Thank You!

Your opinion is important to us!

Please take a moment to complete the survey using the conference mobile app.

Session No: WS/28

**At Your Service! Creating a Culture of
Continuous Improvement in Service**

Bethany Foy

Ohio Mutual Insurance Group

bfoy@omig.com