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Association for Manufacturing Excellence Conference Attendees Learn About Exceeding Customer Expectations from Ingersoll Rand

Keith Sultana and Sid Dickerson discuss the importance of continuous improvement in providing excellent customer service

Toronto, Oct. 21, 2013 – Successful organizations know how to make the connection between what customers want and how they are served. Meeting and exceeding these expectations can ensure delighted customers, engaged employees and confident shareholders.

Keith Sultana, vice president, global integrated supply chain for Trane and Thermo King, brands of [Ingersoll Rand](#), and **Sid Dickerson, global operational excellence leader** for Trane and Thermo King, will co-present at the [Association for Manufacturing Excellence](#) (AME) conference on Tuesday, Oct. 22, in Toronto.

[Trane](#) is a leading global provider of indoor comfort systems and services. [Thermo King](#) is a manufacturer of transport temperature control solutions for a variety of mobile applications. Sultana and Dickerson will discuss how organizations can meet and exceed customer expectations by providing world-class customer service, as defined by the customer.

They will discuss the value stream process and how it connects the dots between what customers want and how they are served, and how it allows employees to work better with other colleagues in the “process.”

Attendees will learn how to utilize the value stream in breaking down functional silos between customer expectation and experience; the importance of continuous improvement in providing excellent customer service; and how to increase employee engagement and accountability by improving the process.

Presentation Details

What: Value Stream: Exceed Customer Expectations – How to Provide World Class Service through Continuous Improvement

When: Tuesday, Oct. 22, at 10:45 a.m.

Where: Essex Ballroom, Mezzanine Level, Sheraton Centre, Toronto

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About the Association for Manufacturing Excellence Conference

The Association for Manufacturing Excellence (AME) is the premier organization for the exchange of knowledge in enterprise excellence. Members come together to explore Lean thinking and other enterprise improvement methods, exchange best practices and network. This annual event offers a unique opportunity to get a deeper understanding of Lean principles and how they can be successfully applied in the work environment.

About Keith Sultana

Keith Sultana is vice president of global integrated supply chain (ISC) for Trane and Thermo King, brands of Ingersoll Rand. Sultana has supply chain responsibility for the factories and direct material spending. He is also responsible for global sourcing. Over a 22-year career, Sultana has handled supply chain operations in more than 20 countries on six continents. Prior to joining Ingersoll Rand, he spent 17 years with General Electric. Sultana earned his bachelor's degree in mechanical engineering from Michigan State University.

About Sid Dickerson

Sid Dickerson is global operational excellence leader for the Trane and Thermo King brands of Ingersoll Rand. Prior to his joining the company, Dickerson was in various operations and management roles at Toyota for 25 years. He holds a bachelor's degree in business management from Northwood University.

About Ingersoll Rand

Ingersoll Rand (NYSE:IR) advances the quality of life by creating and sustaining safe, comfortable and efficient environments. Our people and our family of brands—including [Club Car®](#), [Ingersoll Rand®](#), [Schlage®](#), [Thermo King®](#) and [Trane®](#)—work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; secure homes and commercial properties; and increase industrial productivity and efficiency. Trane solutions optimize indoor environments with a broad portfolio of energy efficient heating, ventilation and air conditioning systems, building and contracting services, parts support and advanced control. Thermo King manufactures transport temperature control systems for a variety of mobile applications, including trailers, truck bodies, buses, shipboard containers and railway cars. Ingersoll Rand is a \$14 billion global business committed to a world of sustainable progress and enduring results. For more information, visit [ingersollrand.com](#), [trane.com](#) or [thermoking.com](#).