

Inaugural

North Missouri Manufacturing Summit

Houlne Center for Convergent Technology

Welcome



October 2, 2026



Center for Workforce Development

Event Schedule

Location

8:30 AM Check-in/Registration

(Nestle Gathering Room)

9:00 AM Welcome & Kickoff: Service Recovery in Real Time

(Gray Mfg Bay)

Break-out Session 1

10:15 AM The 5 Primary Shifts of Manufacturing: 2030 & Beyond

(Industrial Bay)

10:15 AM Manufacturing Specific Lending: Did You Know?

(Cyber Bay)

Break-out Session 2

11:15 AM Supply Chain Risk Mitigation

(Cyber Bay)

11:15 AM Automation Readiness: What to Know to Ensure ROI
on Your Investment

(Industrial Bay)

LUNCH @ 12:00 PM

Break-out Session 3

1:00 PM A.I. That Earns Its Keep: Why Context Matters & What's
Actually Worked

(Industrial Bay)

1:00 PM Breaking Down the Walls: How Manufacturing Leaders Get
Divisions Talking, and Stop Leaning Into Their Own Silos

(Cyber Bay)

Break-out Session 4

2:00 PM I.T. That Just Works: Protecting Production Uptime in a
Connected Manufacturing World

(Cyber Bay)

2:00 PM Advanced Industrial Robot Technology

(Industrial Bay)

Survey

Sessions

Service Recovery in Real Time

9:00 AM

Steve Sewell/Encouraging Hope, Inc. - [Gray Mfg Bay](#)

Mistakes happen in every industry. It's inevitable. The key is how teams respond and that response, ultimately, determines whether trust is lost or strengthened. This workshop teaches clear, ethical, and professional approaches to service recovery, including what to say, how to say it, and when to escalate. Participants will leave with repeatable strategies for owning errors, de-escalating conflict, and restoring confidence with customers and internal partners.

The 5 Primary Shifts of Manufacturing: 2030 & Beyond

10:15 AM

Jonah Bishop/Aidex - [Industrial Bay](#)

This session is packed with insights regarding the shifts taking place and expected to take place over the next few years within the manufacturing industry. Expect to learn about hyper-automation, agentic AI, mainstream robotics, localized supply chains, sustainability "must knows", and the change-up in workforce training.

Manufacturing Specific Lending: Did You Know?

10:15 AM

Danny Lobina/Northwest Bank - [Cyber Bay](#)

Most people don't know that there is specific financing available for manufacturers that includes zero down payment, lower interest rates for those who export or even just produce products that are eventually exported, and even specialized lenders to work with who know the ins and outs of these industry specific deals. This information is not about your average commercial loan. Find out what you didn't know before your next piece of equipment, expansion, merger or other major purchase occurs, so you don't pay more than you have to.

Supply Chain Risk Mitigation

11:15 AM

Chris Gutierrez/KC SmartPort + KC Foreign Trade Zones - [Cyber Bay](#)

The greater Kansas City region, including St. Joseph, is seeing tremendous growth in industrial development connected to the global supply chain. The region's central location and all four modes of transportation position the region for continued growth. Learn what positions our region and why domestic and international companies are investing in the region.

Automation Readiness: What to Know to Ensure ROI on Your Investment

11:15 AM

Sheena Stuckey/FRST Robotics - [Industrial Bay](#)

As manufacturers navigate changing hiring needs, workforce shortages, retention challenges, and increasing productivity demands, many are looking to robotics and automation as part of the solution. This session will help leaders understand how to determine where automation makes operational sense, assess whether their workforce and workflows are ready, and prepare before making a technology investment. Attendees will leave with a clearer understanding of the factors that drive successful adoption, utilization, and ROI — and the common gaps that can leave automation underused or underperforming.

Sessions

A.I. That Earns its Keep: Why Context Matters & What's Actually Worked 1:00 PM

Lauren Santamarina/Rockwell Automation & Jess Lagerhausen/Nestle Purina - **Industrial Bay**

This breakout session will show how adding context to data unlocks better decisions in manufacturing. We will kick off with an interactive segment that makes the impact of data contextualization clear and practical. We will then break down the core types of AI used in manufacturing, including anomaly detection, machine learning, large language models, and agent-based solutions, and where they create value. Finally, we will bring it to life with real examples from Purina and Rockwell that show what is possible when strong data foundations and AI come together, followed by open Q&A.

Breaking Down the Walls: How Manufacturing Leaders Get Divisions Talking, and Stop Leaning Into Their Own Silos 1:00 PM

Lauren Huey/Everygy - **Cyber Bay**

Working in silos creates a COST problem; rework and scrap, missed deadlines, slow launches, talent leakage. Learn the root causes that create silos and three moves that actually break silos. Participants will walk away from this session with four things they can start on Monday to breakdown walls and wire people together across multiple departments.

I.T. That Just Works: Protecting Production Uptime in a Connected Manufacturing World 2:00 PM

Tim Conard/TS Conard Inc. - **Cyber Bay**

In today's manufacturing environment, technology is no longer just a back-office function; it is directly tied to production uptime, revenue, customer commitments, and supply chain reliability. This session will help manufacturing leaders think about cybersecurity as a business continuity and operational maturity issue, not simply a technical project. Attendees will learn how to identify the technology dependencies that could stop production fastest, how to evaluate whether their current IT and cybersecurity investment matches their real downtime exposure, and how internal and external IT expertise can work together to reduce risk. We will also discuss practical ways to start the uncomfortable conversations before an incident forces them, including infrastructure assessments, tabletop scenarios, and clear incident communication. The goal is not perfect security; the goal is resilient operations.

Advanced Industrial Robot Technology 2:00 PM

Tony Chandek/Epson America, Inc. - **Industrial Bay**

Epson Robotics will showcase how advanced industrial robotics are transforming modern manufacturing through greater precision, productivity, and flexibility. Attendees will explore real-world applications of SCARA, 6-axis, and collaborative robots while learning how machine vision, force sensing, simulation, and advanced SafeSense technology are expanding what automation can accomplish.

Speakers



Jonah Bishop - After retiring from the U.S. Army as an Aircraft Electrician in 2021, he discovered a new passion in education and workforce development. Drawing on his military experience in electrical systems, troubleshooting, and technical maintenance, he began working as a service technician, helping schools and industry install and maintain hands-on training equipment. His work has allowed him to combine technical expertise with a commitment to education, supporting instructors and students as they prepare for careers in skilled trades and advanced manufacturing. Today, he is passionate about helping train the next generation of technicians by ensuring they have the tools, knowledge, and real-world skills needed to succeed at work and in life.



Tony Chandek is an Automation Sales Professional with Epson Robots and has more than 20 years of management and engineering experience in the automation industry. He has strong technical aptitude and knowledge of automated machinery, robotics, and vision systems. Tony is an experienced presenter and technical trainer, and adept at integrating corporate goals into sales strategies to generate revenue and customer satisfaction.



Tim Conard is the founder and owner of TS Conard, Inc. Technology Solutions, a Missouri-based managed IT and cybersecurity firm he established in 2003. A United States Marine Corps veteran and Certified Cybersecurity Leadership Strategist, Tim has spent more than two decades helping businesses, manufacturers, local governments, and public-sector organizations strengthen their technology, protect their operations, and reduce risk. He is also a co-author, magazine publisher, and international speaker known for translating complex technology and leadership topics into practical, understandable guidance. Tim's approach is grounded in service, accountability, resilience, and a commitment to helping people and organizations achieve lasting success.



Chris Gutierrez is the President of Kansas City SmartPort, Inc., a non-profit economic development organization that works to attract industrial companies, such as manufacturing, distribution and warehouses, to the 18 county, two state Kansas City region. SmartPort is an affiliated group of the Kansas City Area Development Council (KCADC). Chris is also the President of the Greater Kansas City Foreign Trade Zone, the grantee for the Foreign Trade Zone program in the KC region. Chris has been active in logistics and international business for more than thirty years. He has worked in the public and private sector in economic development, international business and logistics.

Speakers



Lauren Huey is a senior labor relations and human resources leader with nearly 20 years of progressive experience guiding workforce strategy, collective bargaining, contract administration, employee relations, and organizational change across the utility, manufacturing, pharmaceutical, distribution, and retail sectors. As Senior Manager of Labor Relations at Evergy, she strengthens labor-management partnerships, and advises leaders on complex contractual and workplace matters. Previously, Lauren held leadership roles at Boehringer Ingelheim, Genuine Parts Company, and Pentair, where she achieved favorable bargaining outcomes, reduced grievances, improved safety and workforce performance, and supported large, diverse employee populations. She holds a Master of Science in Human Resource Development with an emphasis in Leadership and Organization Development and a Bachelor of Science in Psychology and Human Resource Development from Pittsburg State University.



Jessica Lagerhausen is Senior Manager of AI & Innovation for Manufacturing at Nestlé Purina, leading efforts to identify, prioritize, and deploy AI and digital innovation across the company's manufacturing network. With more than 13 years of experience in operations, continuous improvement, and technology, she focuses on turning complex challenges into practical business solutions



Danny Lobina is a Vice President and Senior Lender for Northwest Bank. He has specialized in utilizing SBA's lending programs to help small to medium-sized businesses (SMB's) access capital to grow and succeed with a nationwide platform. He is focused primarily on funding business acquisitions, partnership buyouts, equipment, working capital, and owner-occupied real estate. With over 15 years of experience in SBA lending, Danny has been a top producer in the Kansas City metropolitan area, and throughout the Midwest, and is recognized as an SBA lending expert. His experience includes working directly for the US Small Business Administration (SBA) as the Lead Lender Relations Specialist serving Kansas and Missouri, leading the SBA lending teams at several local banks over the past 10 years. He is now focused on nationwide SBA lending with one of the top SBA banks in the country. Danny brings deep financial experience to the manufacturing sector, helping business owners navigate the complexities of funding plant expansions, upgrading heavy equipment, and navigating ownership transitions. He is the current Chair of the SBA Region VII National Association of Government Guaranteed Lenders (NAGGL).

Speakers



Lauren Santamarina is an Industry Account Manager for Rockwell Automation. As an Industry Account Manager at Rockwell Automation, her role intertwines technical aptitude, strategic management and interpersonal communication. Everything she does is centered around their customers and delivering valuable, innovative solutions. Lauren graduated with my MBA in August 2025 with a certificate in Technology, Innovation, and Entrepreneurship from the University of Missouri-Kansas City. Through her board position with Women in Manufacturing Missouri and leadership role in RA Women In the Field, she's enjoyed fostering an authentic community in the engineering & manufacturing fields.



Steve Sewell is a nationally experienced speaker, trainer, author, and founder of Encouraging Hope, bringing more than 30 years of leadership, counseling, training, and organizational experience to the people side of business. His work has taken him into manufacturing, healthcare, corporate, nonprofit, education, and community settings, where he helps leaders and teams communicate more effectively, navigate difficult situations, and strengthen trust. Known for a practical, engaging, and highly human approach, Steve equips people with tools they can actually use when conversations get difficult, expectations are high, or something simply goes wrong. His background as a business owner, counselor, chaplain, and author of five books gives him a unique perspective on how people respond under pressure—and how strong organizations can turn challenging moments into opportunities for greater confidence, connection, and trust. At the Missouri Western North Missouri Manufacturing Summit, Steve will present Service Recovery in Real Time: How to Handle Mistakes, Complaints, and Breakdowns with Confidence, helping participants develop repeatable strategies for owning errors, de-escalating conflict, and restoring confidence with customers and internal partners.



Sheena Stuckey is the Founder and CEO of F1RST Robotics, a Kansas City-based robotics and automation company helping organizations prepare for, implement, and successfully operate emerging technologies. She brings more than 20 years of operations leadership experience with her, and has spent nearly three years leading real-world healthcare robotics operations across 12 hospital systems in six states. Her experience includes robotics deployment, implementation, workforce adoption, training, troubleshooting, utilization, and ongoing operational support. Through F1RST Robotics, Sheena now helps organizations bridge the gap between investing in automation and successfully integrating it into everyday operations

Vendors



HOTEL & CONFERENCE CENTER



WIM
WOMEN IN MFG

FANUC