Updated Short Bio

Ken Edmonds is the CEO of 22nd Century Management, a firm dedicated to enhancing service management and business continuity through strategic leadership training. With over 30 years of experience in copier service management, Ken has helped businesses improve efficiency, customer satisfaction, and profitability. Expanding his expertise, he now offers Business Continuity Planning services to help companies prepare for unexpected disruptions.

Ken is also the author of "Copier Service Leadership Unleashed," a comprehensive guide for service managers looking to elevate their leadership skills. A prolific writer, he has contributed over 40 articles to ENX Magazine and Office Technology and has spoken at BTA national meetings, the Select Dealer Group, and the Pro Dealer Group. When he’s not consulting or mentoring industry leaders, Ken enjoys traveling and exploring different cultures.

Updated Longer Form Bio

Ken Edmonds is a recognized expert in service management, business continuity, and leadership development, currently serving as the CEO of 22nd Century Management. With over 30 years of experience in copier service management, Ken specializes in training service managers to improve key performance metrics, enhance customer satisfaction, and drive profitability. His career began in technical roles before progressing into leadership positions, where he developed strategies that transformed service operations and increased efficiency.

Understanding the growing need for business resilience, Ken has expanded his services to include Business Continuity Planning (BCP)—helping businesses prepare for disruptions and safeguard their critical operations. His customized training programs equip companies with strategic frameworks to minimize risks, maintain productivity, and ensure long-term success.

Beyond consulting, Ken is a respected industry thought leader. He has authored over 40 articles for publications such as ENX Magazine and Office Technology, providing insights on service management, leadership, and business continuity. His expertise is further showcased in his book, "Copier Service Leadership Unleashed," a must-read for service managers looking to refine their leadership skills and optimize their teams.

Ken is also a sought-after speaker, having presented at major industry events, including the BTA national meeting, the Select Dealer Group, and the Pro Dealer Group. At 22nd Century Management, he continues to work closely with service teams and business leaders, helping them navigate industry challenges and strengthen their ability to adapt in an ever-changing landscape.

Outside of his professional work, Ken enjoys traveling and immersing himself in different cultures, believing that continuous learning and adaptability are key to success in both business and life.