

ABOUT GWENDOLYN GALSWORTH

Gwendolyn D. Galsworth, Ph.D., is president and founder of Quality Methods International and the Visual-Lean® Institute (QMI).

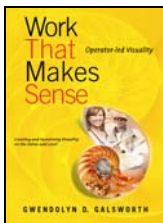


Dr. Galsworth formed QMI in 1991 as a consulting, training, and research firm, specializing in the technologies of the visual workplace. Since then, she has focused on formulating and designing these technologies into a single, sustainable framework that includes: visual order, visual standards, visual displays/production control boards, visual measures/visual problem-solving, *Visual Leadership*, visual controls/visual pull systems, *Visual Machine*®, *Visual-Lean*® Office, visual guarantees (*poka-yoke* systems)—and the *Visual Exam & Awards Process*, a metrics-driven, principle-based self-audit methodology that converts one or many sites into a total visual environment and makes highly-inventive visual outcomes a way of life.

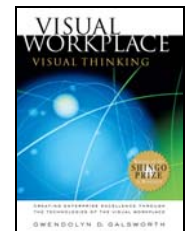
Course #	Course Title
Course 1	Visual Workplace-Visual Thinking Briefing + Pre-Launch Planning
Course 2	Visual Order-Visual Inventiveness Implementation Suite
Course 3	Work That Makes Sense: Operator-Led Visuality
Course 4	Becoming a Leader of Improvement (LI): How Best for Operators & Managers
Course 5	Visual Machine® Implementation Suite
Course 6	Becoming a Leader of Improvement (LI): Creating a Business System Template
Course 7	Visual-Lean® Office Implementation Suite
Course 8	Becoming a Leader of Improvement (LI): Visual Metrics/Visual Events
Course 9	Visual Excellence: Achieving Zero Defects/Visual Guarantees (Poka-Yoke)
Course 10	Visual Standards-Visual Controls

In 2005, Dr. Galsworth established the Visual-Lean® Institute where in-house trainers and external coaches and consultants are trained and licensed in more than a dozen visual workplace courses—including Visual Machine®, Visual Office®, and Visual Leadership—so they can train and implement these in their own companies or for their own clients. QMI's train-the-trainer in *Work That Makes Sense* is scheduled several times a year in the United States and in Europe and Australia. The goal of the Institute is help companies achieve a fully-functioning visual work environment and self-sufficiency in the process.

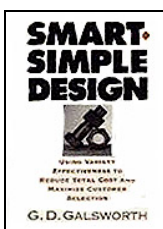
A Shingo Prize and Malcolm Baldrige Examiner, Dr. Galsworth has helped companies all over the world to accelerate their rate of visual transformation, strengthen cultural alignment, and achieve long-term, sustainable bottom-line outcomes. Her clients include: LM-Aero, Hamilton Standard, Pratt & Whitney, Hitchcock Industries, Royal Nootboom Trailers/Holland, Trailmobile/Canada, Parker Denison, Harris Corporation, Seton Identification Products, Rolls-Royce/UK, TVS Sundaram Clayton/India, Crompton Greaves/India, Sears Home Services, United Electric Controls, and Wilson Transformers/Australia.



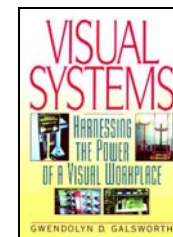
Dr. Galsworth's most recent book *Work That Makes Sense-Operator-led Visuality* (January 2011) shares over 600 full-color visual solutions, along with a step-by-step process that operators follow to convert their own work areas to visuality. Galsworth's 2005 book, *Visual Workplace-Visual Thinking*, was awarded the Shingo Research Prize and provides a comprehensive overview of her system, with over 300 visual devices. This book is now available as an accredited Shingo Prize online course (contact www.shingoprize.org for more).



Dr. Galsworth and her team are continually transforming their research—new knowledge and know-how—into off-the-shelf products to assist you on your journey to workplace visuality. In 2009, QMI launched the *VisualEdge*™, training packages containing the exact materials Galsworth uses when she trains her on-site clients. New *VisualEdge* packages are added every year.



An earlier book, *Visual Systems*, forms the basis for QMI's 10-DVD training system called: *Visual Workplace/Visual Order* (with Spanish sub-titles). Her first book, *Smart Simple Design*, provides a complete strategy for de-complicating the organization by simplifying product architecture. *VEP: Variety Effectiveness Process*® helps companies dismantle layers of imbedded complexity that can choke the infrastructure and new product process. Once applied, the need for both visual and lean is significantly less urgent.



In the 1980s, Dr. Galsworth was head of training and development at Productivity Inc. where she worked closely with Dr. Ryuji Fukuda to adapt the CEDAC® method for western audiences—and with Dr. Shigeo Shingo to develop, among many things, *poka-yoke* as an implementation methodology for the West. While at Productivity, she was also principal developer and implementer of Visual Factory, TEIAN (worker-led suggestion systems), and *Hoshin Kanri*/X-Type Matrix Planning (policy deployment).

Dr. Galsworth holds a Ph.D. in adult learning and statistics and has led study missions to some of the world's finest production facilities, including in Japan. She is a frequent keynote speaker on visual systems, strategic leadership, and cultural conversions. When not on site with clients or teaching at the Institute, she can be found hiking—or working on her next book.

Dr. Galsworth can be reached at 503-233-1784 or through our website: www.visualworkplace.com □ (December 2010)