



Work That Makes Sense: Operator-Led Visuality

CREATING AND SUSTAINING VISUALITY ON THE VALUE-ADD LEVEL

SHINGO PRIZE WINNER



REVIEWS FROM EXPERTS IN THE FIELD OF OPERATIONAL EXCELLENCE

“This exceptional book takes a fresh approach—viewing the workplace and how to make it visual through the eyes of value-add associates, written as if Dr. Galsworth is sitting with us—instructing, coaching, and guiding us through a visual conversion a page at a time.”

Alice Lee, VP/Business Transformation, Beth Israel Deaconess Medical Center, Boston

“Dr. Galsworth continues to produce work in perfect harmony with The Shingo Prize model, with visual concepts, tools, and methods that are essential as companies pursue operational excellence. I recommend *Work That Makes Sense* to every reader.”

Robert D. Miller, Executive Director, The Shingo Prize

“Gwendolyn Galsworth, the world’s foremost visual workplace expert, has not just written a fine book about making operations visual and taking the frustrations away from working people, she (alone among writers on this subject) has detailed what it takes to make that a *system*.”

Richard J. Schonberger, lean expert; author: Best Practices in Lean Six Sigma and many titles

“I’ve been a student of management for 30 years, read countless management books and gone to innumerable conferences. I have never found a better, more powerful system of transformation than Galsworth’s. This comes through on every page of this book. She does that better than anybody.”

Brent Allen, VP/Operations, Lifetime Products Inc., Salt Lake City, Utah

“I am delighted with Gwendolyn’s new book, *Work That Makes Sense*. It doesn’t just define what a visual workplace is, it shows you step-by-step how to transform your company into a visual work environment—describing in detail tools, processes, and outcomes that are far beyond what is understood as the visual approach by most people.”

Rhonda Kovera, CEO and Co-Founder, Visual Workplace Inc., Grand Rapids, Michigan

SOME 5-STAR AMAZON REVIEWS ★★★★★

“This book addresses the most challenging aspect of 5S—sustaining it. Galsworth's 14 principles of the visual workplace give us a framework to help us combat the law of entropy when it comes to 5S and take our visual workplace to the next level, without having to rely on command-and-control style compliance audits. A ‘must read’ to help you improve your organization.”

Cindy Wagner

I had the privilege of meeting Gwen at a Kaizen event in Kenya and have begun reading her book with my team. As we read chapter by chapter, we make notes of what we can implement in our workplace. The team is highly motivated and inspired to put into practice what they have learnt. An excellent read.”

Nihal Shah, Coninx Industries Ltd., Nairobi, Kenya

“I wish I could download this book right to my brain. It is fascinating and has many practical applications for everyone.”

“A must read for anyone starting his lean journey. It will make their life a lot easier. Excellent to start implementing after each chapter.”

Victor Harys Sanchez Avila, Lean Practitioner