

Thought Leaders, Executives, Trainer/Implementers

(compiled by Visual Thinking Inc., June 2020)

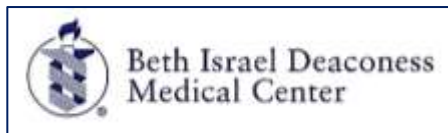


Site Leader, Johnson & Johnson/Ethicon Endo, Juarez, Mexico

"When our supply chain VP saw the results from the WTMS Training System, he was blown away. He said that Galsworth's system is one of the most impactful and impressive he has ever seen."

Richard J. Schonberger, Ph.D., Author: *World Class Manufacturing, Let's Fix It!*, and many other titles.

"Gwendolyn Galsworth is the world's foremost visual workplace expert. She raises the stature of visuality, hardens soft notions about it, and embeds it in structure and theory. She has not just taught us how to make operations visual and take the frustrations away from working people, she—alone among thought leaders—has detailed what it takes to make visuality a system."



Alice Lee, Vice President of Business Transformation, Beth Israel Deaconess Medical Center, Boston

"This exceptional approach provides a fresh, vital method for understanding the workplace and making it visual through the eyes of value-add associates—as if Dr. Galsworth, herself, is sitting with us—instructing, coaching, and guiding us through a visual conversion one webinar at a time."

Peter Dobbs, Vice President Operations, Europe, Africa, and Middle East Honeywell Environmental and Combustion Controls (formerly VP/Strategic Improvement, Rolls-Royce Aerospace, Derby, England)



"Galsworth takes us to a new level of lean thinking. Her unique methodology provides a visual workplace that allows employees to think differently. I know of no other approach that guarantees such high levels of organizational ownership, self-leadership and therefore sustainment."

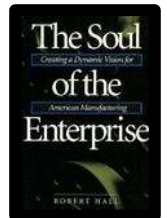


Steven Pollard, Chief Business Analyst, Rolls-Royce Aerospace, Derby, England

“Dr. G is a captivating and entertaining educator and coach. She has a remarkable ability to make participants out of attendees. Her model of visual transformation is unique and powerful. The result: an excellent and sustainable enterprise. It is in every business’s best interest to learn her approach.”

Dr. Robert W. Hall, Author of *Zero Inventories*, *Soul of the Enterprise*, and many other titles

“Galsworth describes visual principles in such detail and with such great passion. She knows how to create a proactive and engaged work culture.”



Carol Lepper, Vice President, Strategic Improvement, Cancer Treatment Centers of America

“Our hospital is living proof that the tools and concepts that Galsworth teaches can produce tremendous benefits anywhere. The way we deliver patient care and how we work has improved significantly.”

Brent R. Allen, Vice President of Operations, Lifetime Products, Inc., Clearfield, Utah



“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 WTMS approach. She does that better than anybody.”



Lavon R. Winkler, President & CEO, Mid-America Manufacturing Technology Center, Kansas

“Galsworth’s visuality unlocks the mysteries of lean and enables a company to realize its potential well beyond the systematic improvement of processes. Her Work That Makes Sense methodology is a powerful demonstration of how visuality and lean can work in concert to produce significant results in all facets of the enterprise. It is truly an awakening of the mind as to the power and potential of improving process and solving problems using visuality. All of her work embodies that, especially WTMS.”

Robert D. Miller, Executive Director, The Shingo Prize for Operational Excellence



“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 company...to ensure that what is supposed to happen does happen.”



Sherrie Ford, Ph.D., Principal, Change Partners & Executive Vice President of Culture, Power Partners Inc., Athens, Georgia

“Dr. Galsworth has ignited a revolution in the culture mindset. She shows us that floors, walls, machines can be made to speak—and to tell, lead, and train. Her Work That Makes Sense System is the cornerstone for this on the value-add level.”

Cynthia Christie, Senior MEP Trainer & Consultant, CAMT, Colorado Association for Manufacturing and Technology



“Don’t think that just because you are the greatest 5S trainer in the world that you ‘get’ visual. I can now say: You’ve only scratched the surface. There are so many additional layers to be added—doors to be opened—for you and your company. The goal? Achieve a truly visual work environment. I recommend Galsworth’s Work That Makes Sense Training System, without reservation. It is beyond excellent. It is transformative.”



**Todd Allen, Senior MEP Trainer & Consultant, CAMT,
Colorado Association for Manufacturing and Technology**

“My initial response to the range and quality of WTMS and train-the-trainer materials was—relief. Finally, I had something that I could work with and I didn’t have to wing it anymore! This is great stuff. It fills a gap in our Lean offering. We tell clients that making everything visual is important and we may help them create some visual aides. But we’ve never had a training or implementation methodology that does this effectively. WTMS does it, excellently. Finally, I am confident in my role as consultant/advisor in leading and directing a long-term visual engagement.”

**Michael Lee, The Tapco Group, Plant Manager, Birmingham,
Alabama**



“The WTMS System is a great learning experience—not just for operators but for me. For many years I have been taught lean principles and what lean means to the industry. But I never knew that visuality was as strong as lean manufacturing. Galsworth’s methodology has strengthened my thought process and allowed me to continue to be a valuable asset for my company. There is power behind visuality that pulls from all levels, from management down to operators, together on the same playing field. Our success is inevitable.”



**Kevin Niles, Operations Manager/Lean Implementer, The Tapco
Group, Ohio**

“I have practiced Lean Manufacturing for many years and pushed the implementation of 5S almost as long. I always thought that I had a good grasp on what needed to be done to have a successful project. But Galsworth’s Work That Makes Sense System made me learn that I didn’t know what I didn’t know. The visuality in the workplace that I was missing is an enormous gap. All this time I spent focused on just eliminating waste, while I was missing a fundamental concept—the strategy and terminology of patterns! This makes so much sense that it is shocking how this has gone on for so long. Using WTMS to eliminate motion is getting us to the next level.”



Rick Feller, Manager of Corporate Manufacturing Excellence, Plymouth Tube Company

"The Work That Makes Sense System is not academic voodoo. It is easily understood and it works. I know because we have achieved significant success through WTMS in employee involvement in our pursuit of Manufacturing Excellence. Gwendolyn took us to new depths in understanding the power and inventiveness of visual thinking inside and outside the workplace. Her methods are practical, pragmatic, and applicable everywhere."

Curt Williams, Director of Strategic Improvement, Parker-Hannifin, Irvine, California



"Galsworth's visual workplace model is a powerful improvement strategy to help companies realize the full potential of lean. It does that by meshing the financial and cultural gains of workplace visuality and capturing the spirit of the workforce."



Steven P. Mayo, Parker-Hannifin, Irvine, California

"Dr. Galsworth's WTMS visual workplace approach is the premier technology for reducing chronic waste and infusing the production floor with meaning through an engaged, spirited, and visually inventive workforce."

Larry Pike, Vice President/Quality, Lockheed-Martin Aerospace, Fort Worth, Texas



There is wisdom—not just knowledge—about improving your business in Galsworth's work. Compelling!



Mark Swisher, 6S/Visual Implementation Lead, Lockheed-Martin Aerospace, Fort Worth, Texas

"My time with Galsworth was a blast! Probably one of the top learning experiences in my professional career. She didn't just give me information. She changed my thinking. I see things differently now. And that's kind of rare. It created for me a new way of thinking. Now when I go to the floor, I can see that we have just scratched the surface. It's gotten a little noisy because I am constantly talking about information deficits and our urgent need for visual devices. You could say I drank the Kool-Aid!"



This testimonial is from Margie Miramontes, a 17-year employee at Johnson & Johnson where she serves as Director of Process Excellence in a 400-person, bio-medical manufacturing facility, one of 183 sites in J&J's global conglomerate. She is also Division Director of J&J's *Do-It-Right* initiative. Ms. Miramontes shared these remarks with us and gave us permission to share them with you.

We have made tremendous, tremendous progress with WTMS here at the Albuquerque Site. It has become a completely associate-led activity. No one is pushing it from the executive or even management level. All the leadership is coming from associates.

The material is so accessible. It is divided up so you can deliver and teach it in chunks. And associates learn it in chunks. And they love it. Plus they go back to listen again.

With the usual training package, you get two or three days of training; but there's never any way to reference what you've learned. For instance, when you go to Six Sigma Greenbelt Training, the material is available in paper form only; and it is usually just summarized. So you can't get to the detail of how you were trained the first time. It's not the same thing. It's been diluted. Sure you have a binder or manual but it's sterile.

With WTMS, you can get the exact same training because it's a webinar [an online module]—and a really good webinar, on demand so you can access it again and again. You can review it as many times as you want to get more sense out of it. You can go back and refer to it. It's just like having the class again, instructor and all.

Our trainers are doing that. They are going back to the webinars because they want to learn it thoroughly so they can be better coaches.

The associates do the same thing—only on their own. They are really really into the material. They schedule Lunch&Learn Sessions. "Lunch&Lean with Gwendolyn." And they watch the webinars again. This has been so successful! And they do it on their own. All on their own! And if someone missing a session, they can just go through the material themselves and catch up.

When we saw how great the WTMS material is, we combined our Visual Factory and our 5S Teams—and they are very, very excited. There are so many 5S concepts in WTMS. We see a very very deep overlap. But the emphasis in WTMS is on the visual part. There is only so much you can do with plain 5S. They you have to get visual. That's what WTMS does. It helps operators get visual about their own work.

The results have been phenomenal. We started our first blitz in May and got 82 improvement ideas. Our second Blitz in June produced 101 more. Different kinds of improvements to the line. Different devices. Lots of design-to-task and color-code-to-task mini-systems. They alone save a ton of time—and mistakes—from a quality perspective.

From May to August, we had 469 implemented improvement ideas 469. Those are implemented ideas! Done In place. Making a difference right now. With hundreds more on their way.

Again, the beauty part is: the execs are not leading this. Associates are. Operators. Individuals figure out what they need to improve in their own work areas and they take ownership. They run their own Steering Team—made up of operators. They leverage from other lines and move forward: They think across the lines (because our lines are very similar) and look for where an improvement can apply on other lines.

We are now developing ways to quantify the impact, financially. Our finance systems are not discreet enough to do that for us—to quantify the impact all these improvements have produced.

The package is phenomenal. It is working for us in ways we never imagined possible. So full of life and great learning.