

ABOUT GWENDOLYN D. GALSORTH, PH. D.

Gwendolyn D. Galsworth, PhD, is president/founder of *Visual Thinking Inc.*, *Visual Thinking Europe*, and *The Visual-Lean Institute*® (collectively “VTI”). Dr. Galsworth formed her company in 1991 as a consulting, training, and research firm, specializing in the technologies of the visual workplace. That is when she began defining and codifying the field of visuality into a single coherent framework of thinking and deployment. Under her leadership, VTI has become the world’s premier source for expert methods, training, and consulting in visual thinking, workplace visuality, visual management, and for full-company visual conversions.



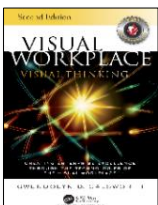
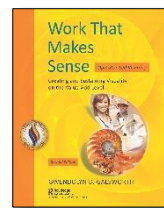
Visual Thinking: The Visual-Lean® Institute Curriculum	
Track	Track Content - Courses
Track 1	Visual Workplace/Visual Thinking briefing & Visual Site Assessment
Track 2	Work That Makes Sense: Operator-Led Visuality
Track 3	Visual Machine: Let the Machine Speak Machine Lubrication: Visual & Effective
Track 4	The Visual-Lean® Office: Operational Excellence in Your Office
Track 5	Becoming a Leader of Improvement Management By Sight New Roles for Supervisors & Executives Visual Displays & Scheduling Boards
Track 6	5-Step Method: Visual Problem Solving for Chronic, Complex, Costly Problems
Track 7	Metrics That Monitor/Metrics That Drive Visual Management
Track 8	Visual Leadership: Operations template, X-Type Matrix & War Room
Track 9	Perfect Quality Through Mistake-Proofing (poka-yoke systems)

In 2005, Dr. Galsworth established the *Visual-Lean*® *Institute* where in-house trainers and external consultants are trained and licensed in nine core visual workplace courses—including Visual Management, Operator-led Visuality, Visual Displays, Visual Machine®, Visual Problem-Solving, and Visual Leadership. As a result, they can train and implement these methods in their own companies (or with their clients) and achieve a fully-functioning, self-sufficient visual enterprise. These courses and services are now also available through *Visual Thinking Europe*.

Dr. Galsworth’s main focus is in ensuring that her clients, large and small, accelerate their rate of visual transformation, strengthen cultural empowerment and alignment, and achieve long-term, sustainable bottom-line results. Clients include: Lockheed-Martin, Hamilton Standard,

Pratt & Whitney, Hitchcock Industries, Royal Nootboom Trailers/Holland, Crown Equipment/Mexico, Trailmobile/Canada, Parker Denison, Johnson & Johnson Bio-Medical, Rolls-Royce/UK, TVS Sundaram Clayton/India, Crompton Greaves/India, Sears Home Services, United Electric Controls, and Wilson Transformer /Australia.

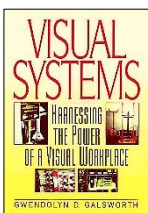
Dr. Galsworth is continually transforming her onsite discoveries into new knowledge and know-how in the form of visual workplace methods, models, and constructs in order to assist companies on their journey to operational excellence. Many of her methods are now available as online training systems, fully designed and narrated by Dr. Galsworth. Her *Work That Makes Sense Training System*, for example, is a 13-module process for operator-led visuality (in English, Spanish, and Polish). She worked closely with Dr. Martin Hinckley (NASA scientist and author of *Make No Mistake*) to co-create the in-person and online training system, *Mistake-Proofing for Perfect Quality*.



Recognizing the fit between The Shingo Prize and workplace visuality, Robert Miller, former Shingo Prize executive director, said: “*The visual workplace, as taught by Gwendolyn Galsworth, is in perfect harmony with the model of Operational Excellence represented by The Shingo Prize. The concepts, tools, and methods of visuality are essential as we pursue other guiding principles of seeking perfection, quality at the source, and the continuous flow of value to customers. Visuality does not just support an excellent work culture—it creates one.*”

Dr. Galsworth is a Shingo Institute Faculty Fellow and Shingo Academy Member. She is author of seven books on workplace visuality. Her ground-breaking book, *Visual Workplace-Visual Thinking* (2nd edition), contains 200 visual solutions, anchored in her *10-Doorway Model* of visual principles, practices, and methods. *Work That Makes Sense: Operator-Led Visuality* (2nd edition) contains over 500 visual solutions and a step-by-step process so operators can convert their work areas to visuality that is sustainable. Both books are winners of the prestigious Shingo Prize.

Her book on the cost of complexity, *Smart Simple Design/Reloaded*, takes a hard look at the costs and challenges of product diversification. In it, she maps out the *Variety Effectiveness Process (VEP)*, a proven method for de-complicating the organization by simplifying product architecture and dismantling layers of embedded complication that can choke a company’s infrastructure and product design process. Once VEP is effectively applied, the need for both visual and lean is significantly less urgent. Dr. Galsworth’s books are available globally from our website (visualworkplace.com) and on Amazon, in print and on Kindle.



Dr. Galsworth’s career in operational excellence began as the head of training and development at Productivity Inc. in the early 1980s. There 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 principal developer and implementer of *Visual Factory*, *TEIAN* (operator-led suggestion systems), and *Hoshin Kanri/X-Type Matrix Planning* (policy deployment). She served as a Malcolm Baldrige and Shingo Prize Examiner for many years and was a Senior Fellow at the Center for Competitive Change in the University of Dayton’s Business School.

Dr. Galsworth holds a Ph.D. from Indiana University, is a frequent keynote speaker, and has led executive study missions to some of the world’s finest companies, including in Japan. Visit her website (www.visualworkplace.com) for five years of podcasts from her show, *Visual Workplace Radio*, 25+ videos, and 100+ articles from her *Visual Thinker* Newsletter.

Gwendolyn now lives in Europe, working worldwide with companies that seek visual transformation—and with training/consulting firms that want to learn to deliver her visual methods to their own clients. See *Wikipedia for more*. □ (2024)