

## About Gwendolyn D. Galsworth

Gwendolyn D. Galsworth, PhD, is president/founder of *Visual Thinking Inc.* 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. Since then, she has focused on codifying the field of visuality into a single coherent framework of thinking and application.

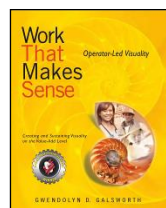
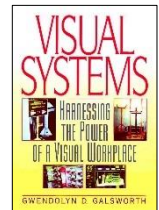


Track	Track Content/Courses
Track 1	Visual Workplace/Visual Thinking Briefing + Pre-Launch Planning
Track 2	Visual Order/Visual Inventiveness Implementation Suite
Track 3	Work That Makes Sense: Operator-Led Visuality
Track 4	Becoming a Leader of Improvement (2) Management by Sight: New Role for Supervisors & Managers Visual Strategy/Control Boards
Track 5	Visual Machine/Operational Excellence Suite Problem Solving Visual & Effective
Track 6	Becoming a Leader of Improvement (2) Policy Development + Operations, Creating a Business Systems Template Road Map
Track 7	Visual-Lean® Office Implementation Suite
Track 8	Becoming a Leader of Improvement (2) Visual Problem Solving Visual Metrics/Visual Results Visual Standard-Making
Track 9	Visual Advantages: Visual Standard/Visual Controls Achieving Zero Defects/Visual Guarantees (Zero Waste)

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 Machine®, Visual-Lean® Office, and Visual Leadership. In this way, they can train and implement these in their own companies (or with their clients) and achieve a fully-functioning, self-sufficient visual enterprise. VTI conducts seminars, workshops, and train-the-trainer events in the USA and around the world.

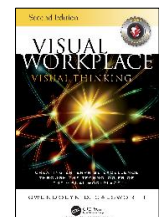
A former Baldrige and Shingo Prize examiner (eight years), Dr. Galsworth helps companies all over the world to accelerate their rate of visual transformation, strengthen cultural alignment, and achieve long-term, sustainable bottom-line outcomes. Her clients include: Lockheed-Martin, Hamilton Standard, Pratt & Whitney, Hitchcock Industries, Royal Nooteboom Trailers/Holland, Crown Equipment/Mexico, Trailmobile/Canada, Parker Denison, Crown/Mexico, Rolls-Royce/UK, TVS Sundaram Clayton/India, Crompton Greaves/India, Sears Home Services, United Electric Controls, and Wilson Transformer /Australia. She is a former Malcolm Baldrige and Shingo Prize Examiner.

Dr. Galsworth and her team are continually transforming their research—new knowledge and know-how—into improved products to assist you on your journey to workplace visuality. We recently launched a new platform of fully-narrated online training systems on a range of topics, including *Work That Makes Sense* (English/Spanish); and, in collaboration with Dr. Martin Hinckley (author/*Make No Mistake*), *Mistake-Proofing for Engineers*.



Recognizing the fit between The Shingo Prize and workplace visuality, Robert Miller, former executive director of The Prize, put it this way: “*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.*”

Dr. Galsworth is a Teaching Fellow at the Shingo Institute and author of seven books on workplace visuality and strategic improvement. Her ground-breaking book, *Work That Makes Sense: Operator-Led Visuality*, contains over 500 full-color visual solutions and provides a step-by-step process that operators follow to convert their work areas to visuality that is sustainable. Galsworth’s book, *Visual Workplace-Visual Thinking*, provides a complete foundation in visual principles and practices and her 10-Doorways model. 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 imbedded complication that 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. Galsworth’s books are available globally from our website ([visualworkplace.com](http://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 there, she was also principal developer and implementer of *Visual Factory*, *TEIAN* (operator-led suggestion systems), and *Hoshin Kanri/X-Type Matrix Planning* (policy deployment).

Gwendolyn holds a Ph.D. from Indiana University, has led study missions to some of the world’s finest companies, including in Japan, and is a frequent keynote speaker. Podcasts from her weekly radio show, *Visual Workplace Radio*, and over 100 articles from *The Visual Thinker Newsletter* can be found on her website, [www.visualworkplace.com](http://www.visualworkplace.com)

Dr. Galsworth now lives in New England where she happily works, hikes, and writes. She can be reached at 503-233-1784 or through [visualworkplace.com](http://visualworkplace.com). See Wikipedia for more. □