

About Gwendolyn D. Galsworth

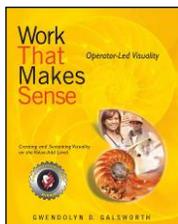
Gwendolyn D. Galsworth, PhD, is president/founder of *Visual Thinking Inc.* and *The Visual-Lean Institute*® (collectively “VTI”). Dr. Galsworth formed her company in 1991 as a consulting, training, and research firm, specializing in the technologies of the visual workplace. Since then, she has focused on codifying the field of visuality into a single coherent framework of thinking and application.



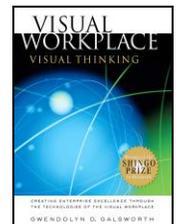
Visual Thinking: The Visual-Lean® Institute Curriculum	
Track	Track Content/Courses
Track 1	Visual Workplace/Visual Thinking Briefing + Pre-Launch Planning
Track 2	Visual Order/Visual Inventiveness Implementation Suite
Track 3	Work That Makes Sense: Operator-Led Visuality
Track 4	Becoming a Leader of Improvement (2) Management by Sight: Visual Displays/Control Boards
Track 5	Visual Machine® Implementation Suite
Track 6	Becoming a Leader of Improvement (2) Policy Deployment + Operations (Creating a Business Systems Template)
Track 7	Visual-Lean Office Implementation Suite
Track 8	Becoming a Leader of Improvement (2) Visual Problem-Solving Visual Standard/Making
Track 9	Visual Administration: Visual Standards/Visual Controls
Track 9	Achieving Zero Defects: Visual Countermeasures (Poka-Yoke)

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 visual enterprise and self-sufficiency in the process. VTI conducts train-the-trainer events in the United States, Europe, and Australia—and most recently in China (www.visualworkplace.com)

A former Baldrige and Shingo Prize Examiner, 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, Trailmobile/Canada, Parker Denison, Harris Corp, Rolls-Royce/UK, TVS Sundaram Clayton/India, Crompton Greaves/India, Sears Home Services, United Electric Controls, and Wilson Transformer /Australia.



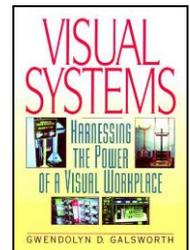
Dr. Galsworth is author of seven books, including *Work That Makes Sense: Operator-Led Visuality*. With over 500 full-color visual solutions, this book provides a step-by-step process that operators follow to convert their work areas to visuality that is sustainable. Galsworth’s book, *Visual Workplace-Visual Thinking*, provides a complete overview of visuality and her 10-Doorways model. Both books are winners of the prestigious Shingo Prize Research Award. Her first visual workplace book, *Visual Systems*, forms the basis of a 10-DVD training system (Spanish sub-titles).



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. In 2013, VTI launched a new platform of eLearning systems—high-quality, on-demand training webinars in a range of topics, including *Work That Makes Sense* and, in collaboration with Dr. Martin Hinckley (author/*Make No Mistake*), *Mistake-Proofing for Engineers* and, separately, *for Operators* (English/Spanish).



Her recent book, *Smart Simple Design-Reloaded*, takes a hard look at the costs and challenges of product diversification and how an understanding of true cost and smarter policy can minimize the negative impact of variety on the enterprise. The focus is on: 1) rooting out variety produced by negative triggers tied to internal causes; and 2) advancing positive variety—the kind pulled by the customer, the kind that sells. The VEP: *Variety Effectiveness Process* maps out a proven process 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.



All Galsworth’s books are available globally 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 principal developer and implementer of *Visual Factory*, *TEIAN* (operator-led suggestion systems), and *Hoshin Kanri/X-Type Matrix Planning* (policy deployment). Later, she was a two-term Baldrige Examiner, a five-term Shingo Prize Examiner, and served as a senior fellow at the University of Dayton’s Center for Competitive Change.

Dr. Galsworth holds a Ph.D. from Indiana University, and has led study missions to some of the world’s finest companies, including in Japan. She is a frequent keynote speaker. When not on-site with clients or teaching at the Institute, she can be found hiking or working on her next book. Each week, she writes an article for [The Visual Thinker](http://TheVisualThinker.com), our e-newsletter. Each month some 70,000 listeners tune to Dr. Galsworth’s weekly radio show, *The Visual Workplace*, on www.VoiceAmerica.com. Podcasts of her show are available at no charge from our website: www.visualworkplace.com.

Dr. Galsworth can be reached at 503-233-1784 or through our [website](http://www.visualworkplace.com). See [Wikipedia](https://en.wikipedia.org/wiki/Gwendolyn_D._Galsworth) for more. □