



Biography

Karen Martin, president of global consulting firm The Karen Martin Group, Inc., is a leading authority on Lean management and business performance improvement. A skilled change agent, she teaches effective ways to design work systems, grow market share, solve business problems, and accelerate improvement. Karen is a highly-rated speaker who wows her audiences with high-energy presentations containing practical takeaways.

In business since 1993, Karen and her team have worked with clients in nearly every sector, including AT&T, Chevron, Epson, the U.S. Navy, Franklin Templeton Investments, Hallmark Cards, Intel, Mayo Clinic, Goodwill Industries, Prudential, the Department of Homeland Security, and GlaxoSmithKline.

Karen's award-winning book, *The Outstanding Organization*, addresses the missing fundamentals that are key success factors in organizational transformation. Clarity, Focus, Discipline, and Engagement—once instilled into a company's DNA, they open the door to sustainable growth and profit. Forthcoming is Karen's fifth book, the much-anticipated *Clarity First* (McGraw-Hill, January 2018), that reveals how to use clarity to unleash potential, innovate at higher levels, and solve problems more effectively. Karen is also the co-author of *Value Stream Mapping*, *The Kaizen Event Planner*, and *Metrics-Based Process Mapping*.

Comprehensive Biography

Karen Martin, president of global consulting firm The Karen Martin Group, Inc., is a leading authority on Lean management and business performance improvement. An adroit problem-solver, she shares effective ways to design work systems and grow market share. As a speaker, author, and consultant, Karen delivers the essential elements required to become truly outstanding.

Karen is a dynamic speaker who wows her audiences with high-energy presentations containing practical takeaways. Audiences giving her great ratings have included groups as diverse as MassMutual, the Lean Enterprise Institute, the Young Presidents' Organization, the Society for Human Resource Management, the Precision Machine Products Association, and the American Society for Quality.

In business since 1993, Karen and her team have worked with clients in nearly every sector, including AT&T, Chevron, Epson, the U.S. Navy, Franklin Templeton Investments, Hallmark Cards, Intel, Mayo Clinic, Goodwill Industries, Prudential, the Department of Homeland Security, and GlaxoSmithKline. And Karen has helped to deepen understanding and build skill sets in leaders and improvement professionals in 44 countries.

As a consultant, Karen is known for her incisive diagnostic skills and rapid-results approach to meeting client needs. A skilled change agent, Karen builds energy within work teams by helping them focus an organization's key performance goals—faster delivery of higher quality products and services at lower cost—while simultaneously building organization-wide problem-solving capabilities and boosting

employee engagement. Clients also give Karen high marks for teaching them to fish for themselves so that they become self-sustaining as quickly as possible.

Karen's broad understanding of operations design and business management stems from her experience building and managing operations for several rapid-growth organizations that each grew into multi-billion dollar companies. Her expertise also includes a keen understanding of customer value, which she honed while serving in sales and marketing roles—and extensive experience with legal and regulatory issues. Her healthcare-rich background includes clinical, administrative, and regulatory work in hospitals, post-acute care settings, payer services, medical research, clinical laboratories, physician practices, integrative medicine and behavioral healthcare.

Karen's quality and process orientation evolved from her early career as a scientist (B.S. Microbiology, Pennsylvania State University) and was formally developed while serving as the Director of Quality Improvement for an organization that managed the healthcare for 22 million Americans, and the Director of the Institute for Quality and Productivity at San Diego State University, where she oversaw the university's sell-out Lean Enterprise and Quality Business Practices programs. Her passion for organizational learning and workforce development led her to a graduate program in adult learning (M.A. Education), California State University, Bakersfield.

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