

APICS

April 10th, 2019 – 7:00 p.m. – 8:00 p.m. ET

Lean in Higher Education

Length: One hour

Title: *Changing the Culture through Collaboration and Continuous Improvement.*

Presenters: Lisa Knox

Summary (one paragraph):

Through a program that develops and empowers employees to become effective change leaders in their areas, Clemson University has shifted its culture away from hesitancy to change and toward collaboration and continuous improvement. Discover how Clemson University approached process improvement using value stream mapping and kaizen boards to better meet customer needs and how Clemson is adopting a philosophy of continuous improvement.

Bio:

Lisa Knox is the Director of the Clemson University Lean Office. Lisa has been with Clemson University for nine years with a focus on Process Improvement and campus-wide expansion of the Lean Initiative.

The Lean Office, with focus on driving change through process improvement, works to develop a culture of continuous improvement through the training and mentoring of campus employees in Lean Principles as they relate to higher education.

Lisa received her undergraduate degree from the Georgia Institute of Technology where she served as a three year captain for the Georgia Tech Women's Swimming and Diving team. She received her Master's in Business Administration from Clemson University, and holds the ASQ Six Sigma Black Belt certification.

Prior to her time with Clemson University, Lisa served in various process improvement and management roles within the construction industry.

Lisa resides in Upstate South Carolina with her 6-year-old son, Lucas.

