

**Colleen M. Kindler**  
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## SUMMARY

Coaching executives and project leaders on ways to build upon everyday problem solving that focuses on streamline operations to reduce costs and increase revenue. Ms. Kindler's approach to participative learning and examples drawn from her 20 years of experience makes her an exceptional trainer and consultant. Core competencies include:

- Lean and Kaizen
  - Six Sigma Improvement
  - Team Facilitation
  - Strategic Planning
  - Process Mapping
  - Change Management
  - Malcolm Baldrige Assessments
  - Business Analysis
  - Statistical Analysis
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## EXPERIENCE/SELECTED ACCOMPLISHMENTS

### LEAN and KAIZEN

- For **General Dynamics** a facilitated Kaizen event allowed the team to analyze the process and performance data resulting in a redesigned proposal process. The 5 day event concluded with a presentation to the executive leadership team which unanimously approved the redesigned process.
- Trained **Ministry Healthcare** project leaders in Lean tools and practice running a Kaizen event. Example Kaizen project resulted in standard work of stocking supplies in patient examination rooms where previously each room was stocked according to doctor preferences. Overall stock time was reduced and the solution consistently applied across all shifts for thorough deployment.
- Trained project leaders at **Starwood Hotels** in Lean approaches and tracked project successes in reducing room turnaround time by 50%, applying 5S's to standardize hotel supply rooms, and improve communication of guest checkout to allow for quicker cleaning and ability to check in new guests earlier.

### SIX SIGMA PROCESS IMPROVEMENT

- Project manager for **BHPBilliton's** global deployment of Six Sigma training program headquartered in Brisbane, Australia. Lead trainer for project coach training and change management delivered to over 500 mining industry project leaders over a 4-year roll out. Coached project leaders, facilitated large conferences, trained in advanced statistics, and certified new internal trainers.
- Coach to several project teams at **Charles Schwab** resulting in customer focused improvements and reduced cycle time to open new accounts and fund accounts. Projects completed in 6 months.
- Developed and implemented a company-wide process improvement program for **GE Nuclear Services**. Lead designer for customized quality management training programs. Facilitated ten process reengineering teams, and trained over 1200 employees and internal facilitators in continuous improvement methodology.
- Established a process-based organization design for **AT&T Network Services** to better meet customer needs and optimize the effectiveness of its business processes. Over 150 processes were documented to identify all job responsibilities before designing a new organization.

### BALDRIGE

- Designed a business system structure and facilitated teams at **American Express** to document and integrate over 100 service delivery processes. A "Malcolm Baldrige-based" analysis of the entire business system identified customer-driven improvement priorities and projects.

# Colleen M. Kindler

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## WORK HISTORY

- Owner/Consultant      Quality Management      Boulder, CO      Dec '91 – Present
- Sr. Associate      Mercer Management Consulting      Boston, MA      Aug '89 – Nov '91
- Project Manager      Dun & Bradstreet      New York, NY      Nov '84 – May '89
- Quality Engineer      General Motors      Warren, OH      June '83 – Oct '84

## EDUCATION

- MBA – International Business at Loyola University of Chicago      Chicago, IL
- BS - Industrial Engineering at Bradley University      Peoria, IL

## PROFESSIONAL CERTIFICATIONS/QUALIFICATIONS

- Shingo (Lean) Award Examiner Training from Utah State University
- Six Sigma Black Belt Certification from American Society for Quality
- Lean Six Sigma Trainer and Master Black Belt at Pivotal Resources and Destra Consulting
- Malcolm Baldrige Quality Award Examiner Training at Mercer Management Consulting

## PROFESSIONAL ACTIVITIES/AFFILIATIONS

- ASQ (American Society of Quality), member since '83 and local officer '95-'97
- BPW (Business & Professional Women – Boulder), programs chair '95-event chair '97-'98

## PUBLICATIONS/PRESENTATIONS

- Process Mapping – Rocky Mountain Quality Conference '97
- Benchmarking – Rocky Mountain Quality Conference '95
- Process Improvement – GE Nuclear Services Executive Management Meeting

## BUSINESS/COMMUNITY SERVICE

- St Vrain School District – Process Improvement Facilitator for Auxiliary Services – '09-'10
- Girl Scouts of Colorado – Leader of Troop 2562 and Troop Treasurer – '07-'11
- Boulder Valley Humane Society – Trainer in Process Improvement for Thrift Shop Operations '07
- Greenwood Wildlife Rehabilitation Sanctuary (Lyons, CO) Volunteer Trainer and Coordinator '94-'99