



**Event:** Lean Training Event

**Speaker(s):** Barb Hertzler (COO), Shannon Striebich (VP Operations), Ken LePage (Associate Vice President - Process Excellence) & John Hilton (Director of Laboratory Services)

**Date:** December 4, 2009

**Location:** St. Joseph Mercy Oakland in Ann Arbor, MI



The MLC attracted over 75 people to this benchmarking event which allowed access to one of Michigan's shining examples of Lean in Healthcare. Leaders from St. Joseph Mercy Oakland included Barb Hertzler (COO), Shannon Striebich (VP Operations), Ken LePage (Associate Vice President - Process Excellence) & John Hilton (Director of Laboratory Services). The group was taken on a tour of the lab and radiology departments where interactions with front line personnel occurred. After the tour, a leadership panel discussion was held where it was clear that St. Joseph Mercy Oakland has experienced many benefits from the culture change.

[Check out photos from the event on Michigan Lean Consortium's Facebook page.](#)

The mission of the MLC is to offer a diverse network of knowledgeable lean professionals who come together to share innovative practices. The organization aims to create a lean culture in Michigan to ensure sustainable competitive advantage, which could translate into healthier businesses that offer more job opportunities leading to economic growth in the state.

The charter members of the MLC include: Amway, Blue Cross Blue Shield of Michigan, DTE Energy, Johnson & Johnson, The Lean Learning Center, Northwestern Michigan College, the Oakland University Pawley Lean Institute and the Michigan Shingo Prize through The Right Place. For more information, visit [www.michiganlean.org](http://www.michiganlean.org).