

Karen Johnson

Process Improvement Specialist: Lean, Agile, and Six Sigma

Summary

- Performance driven, assertive and highly competent professional equipped with more than 15 years of comprehensive achievements within Operations and Information Technology including project/program management and process improvement. - Exceptional leadership ability with proven effectiveness in applying innovative state-of-the-art concepts to reduce costs and increase efficiency. - Recognized for successfully leading and managing cross-functional teams to achieve corporate goals and objectives. - High-caliber qualifications in managing and effectively executing a variety of projects simultaneously. - Lean Manufacturing, Six Sigma, FDA, ISO Lead Auditor Certified, APICS Material & Capacity Requirements Planning, and APICS Inventory Control Specialties: - Process and Performance Improvement - Program and Project Management - Standards Evaluation and Compliance - Leadership, Training, and Team Building - Strategic and Tactical Planning Execution - Cost Optimization and Control - Software Enhancements and Upgrades - Statistical Tools and Analysis

Experience

Continuous Improvement Manager at Denver Public Schools

April 2013 - Present (2 years 4 months)

- Lead Continuous Improvement Program/Team for the district.
- Partner with internal and external stakeholders in planning, selection, control and execution of process improvement efforts or projects or tasks projects including identification, selection and prioritization.
- Successfully develop, manage and improve relationships with all internal and external stakeholders. Critical function is to increase department credibility and project delivery.
- Mentor DPS personnel to focus on increased effectiveness of application of CI tools.

1 recommendation available upon request

Technical Support Manager and Agile Product Owner at Sandhill Scientific

July 2010 - April 2013 (2 years 10 months)

Software Agile Product Owner (3/2011 - 3/2013) Oversee all aspects of the development of proprietary software updates and new releases. Organize and prioritize multiple project deliverables to maximize use of staff while meeting the user requirements. Document software development activities to ensure that ISO / FDA requirements for product development are met. - Reorganized software team to utilize Agile Scrum for more efficient software development practices. - Accomplished on-time software releases 100% of the time with all planned features included in the release. - Managed local and international development team on a \$0.5M new software development project Technical Support (7/2010 - 3/2013) Manage daily activities of technical support staff providing world-wide technical support and equipment repair for customers, distributors, and sales representatives. Establish and employ department budget.

Promote process improvement, create and maintain area SOPs and institute metrics to monitor department performance and efficiencies. - Developed methodology to increase quality of Complaint records - Reduced wait on key loaner program from 9 months to 1 week. - Condensed average complaint closure time from 8 months to meet company goal of 4 months or less.

Quality/Manufacturing Engineer, Contract at Sandhill Scientific

March 2009 - July 2010 (1 year 5 months)

Coordinate the effective execution of Quality processes: Create and maintain Quality and process documentation, Engineering Change Control, Corrective and Preventative Action, and Quality System Audits (ISO/FDA). Implement new processes and improve current processes to increase efficiency, support production activities and meet regulatory requirements. Apply Lean Manufacturing concepts to improve effectiveness and reduce waste. Work with suppliers and overseas manufacturing facility to resolve quality issues with nonconforming material. - Managing the corrective and preventative action (CAPA) program achieving a 70% reduction in open cases - Streamlining processes to improve efficiency which have decreased paperwork by 80% in two key areas - Realized a 55% reduction in material handling by applying Lean Manufacturing to the production area

Owner/Consultant at Innovative Solutions Consulting

2004 - January 2009 (5 years)

Providing project management for projects that improve business processes utilizing Lean Manufacturing, Six Sigma, and Industrial Engineering methodologies. Execute public speaking and seminars on process improvement techniques. - Assisted the implementation of process improvement projects for clients - Improved business processes to achieve significant reductions in processing time - Conducted continuing education courses at Arapahoe Community College

IT Business Process Manager at Intermec Technologies

August 1997 - July 1999 (2 years)

Effectively managed 13 business / systems analyst for a \$20 million SAP implementation project for a large-scaled international manufacturer of bar-code equipment. Coordinated team members that designed and supported process design and improvements on sales order scheduling, materials, production, new product development, master data, quality, and receiving inspection. Played an integral role in determining functionality, managing scope, scheduling project tasks, managing budget and designing processes to support company objectives. - Directed a team supporting a total SAP ERP software upgrade and system programming of all processes in nine months with the least defects during deployment - Recognized by senior management for providing effective cross functional solutions, which facilitated the assessment of operational and labor issues that improved process flow and increased process efficiency - Condensed the engineering change order process turnaround from four weeks to two days

1 recommendation available upon request

Supplier Quality Engineer/Receiving Inspection Supervisor at Intermec Technologies

March 1996 - August 1997 (1 year 6 months)

Qualified new suppliers and assisted existing suppliers in solving quality problems. Proposed a novel solution that reduced supplier related quality issues for six Lean Manufacturing production lines that generated \$1 billion in sales revenue. Effectively managed the ISO program resulting in a surveillance audit with zero findings/non-compliances. Tracked and analyzed defective parts for trends and organized priorities for the company's corrective action program. Acted as primary point of contact for manufacturing / purchasing / receiving inspection and assumed receiving inspection supervision duties as well. - Designed and implemented a discrepant material process that dramatically reduced problem resolution time from four weeks to less than one week - Oversaw program management of the supplier improvement process that amplified supplier quality level from 96 percent to 98.8 percent

New Product Procurement Specialist at Intermec Technologies

September 1994 - March 1996 (1 year 7 months)

Conceptualized and spearheaded the implementation of procurement methodologies, risk assessments, new supplier evaluation teams, and parts procurement. Liaised between purchasing and new product development teams on material cost reduction. Determined factors of item master specifications while estimating and maintaining adequate resources. Set-up and manage initial inventory to ensure production requirements are met. Prepared product bill of materials to guarantee accuracy of material requirements planning system, while ensuring smooth material workflow during the entire production cycle. - Facilitated supplier and material issues, from proto-type to product introduction for a \$4 million new product development project - Synchronized parts procurement on all commodities for 200 new part numbers, including 100 custom parts

Operations Supervisor at Intermec Technologies

May 1993 - September 1994 (1 year 5 months)

Supervised 45 team members assembling printed circuit boards and final products using both surface mount and through-hole technologies to support \$300 Million in sales. Scheduled work in areas, managed inventory, developed and trained product focused work teams, identified and resolved production complications, followed/analyzed area performance to budget, reviewed team member performance, interviewed and hired new team members.

Contract Manager/Manufacturing Engineer at Sundyne Corporation

November 1989 - April 1992 (2 years 6 months)

For major international company's custom pump and compressor division, provided contract management, analyzed high-value contracts, reviewed specification/terms/conditions, quickly identified problems and supplied solutions, specified purchased components, defined testing and inspection procedures, prepared drawing/documentation, resolved production complications, approved engineering change orders, and interfaced with customer inspectors, expeditors and engineers.

Applications Engineer, Power Industry at Fisher Controls

May 1988 - November 1989 (1 year 7 months)

Offering technical sales and customer support for the world's largest control valve manufacturer, applying knowledge of complete product line, on-site troubleshooting for customers, identifying problems areas, training/supervising maintenance teams, and researching new application needs.

Skills & Expertise

Program Management

Team Building

Leadership

Training

Product Development

Cross-functional Team Leadership

Lean Manufacturing

Process Improvement

Continuous Improvement

Manufacturing

Six Sigma

Project Management

Materials

Medical Devices

Supplier Quality

Management

Strategic Planning

Project Planning

Business Process

Testing

Troubleshooting

Education

Seattle University

MBA, Business, 1998 - 2001

Activities and Societies: Beta Gamma Sigma

University of Missouri-Columbia

BSIE, Industrial Engineering, 1983 - 1988

Honors and Awards

Beta Gamma Sigma

Interests

Lean Manufacturing, Six Sigma, Process Improvement

Karen Johnson

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2 people have recommended Karen

"I hired Karen when I was Director of Continuous Improvement and Operations at Denver Public Schools. Karen reported directly to me as the Senior Manager of Continuous Improvement and Operational Excellence, responsible to continue a Continuous Improvement deployment with 5 process engineers, implementing and mentoring 14+ departments, 100+ employees (LSS black/green belts, lean practitioners and champion/sponsors) and an expected \$4M yearly financial benefit. Karen came at a difficult time, with a high turn over and restructuring in the department, and she was able to develop strong relationships, increase credibility, influence more departments, develop a new staff, and influence stakeholders across the district. Some of her accomplishments include a significant improvement in processes/operational metrics impacting internal/external customers; developed/delivered training programs/modules; supported the development/improvement of operational metrics/services, and reporting capabilities that increased accountability and improved services across the district. Karen has an extensive experience in continuous improvement including design/improvement of business processes, systems, and systems integration, including ERP deployments; mentoring/coaching engineers and facilitation/training. Moreover Karen is loyal, credible, get things done and build trust among her leadership, team and customers. Karen has a significant and positive impact in operational metrics and services. I highly recommend her."

— **Guillermo (Bill/Gil) E.**, *Director of Continuous Improvement / Deployment Leader, Operational Excellence, CoreSite*, managed Karen at Denver Public Schools

"Karen Johnson and I worked together at Intermec. It was a great experience. Karen understands processes and is able to work with teams to effectively manage improvement to those processes. She is a leader and is focused on communication (timely and clear). Karen is respectful. She was great to work with and would be an asset to any team."

— **Pixie A.**, *ENGINEER IV, Intermec Technologies*, worked with Karen at Intermec Technologies

[Contact Karen on LinkedIn](#)