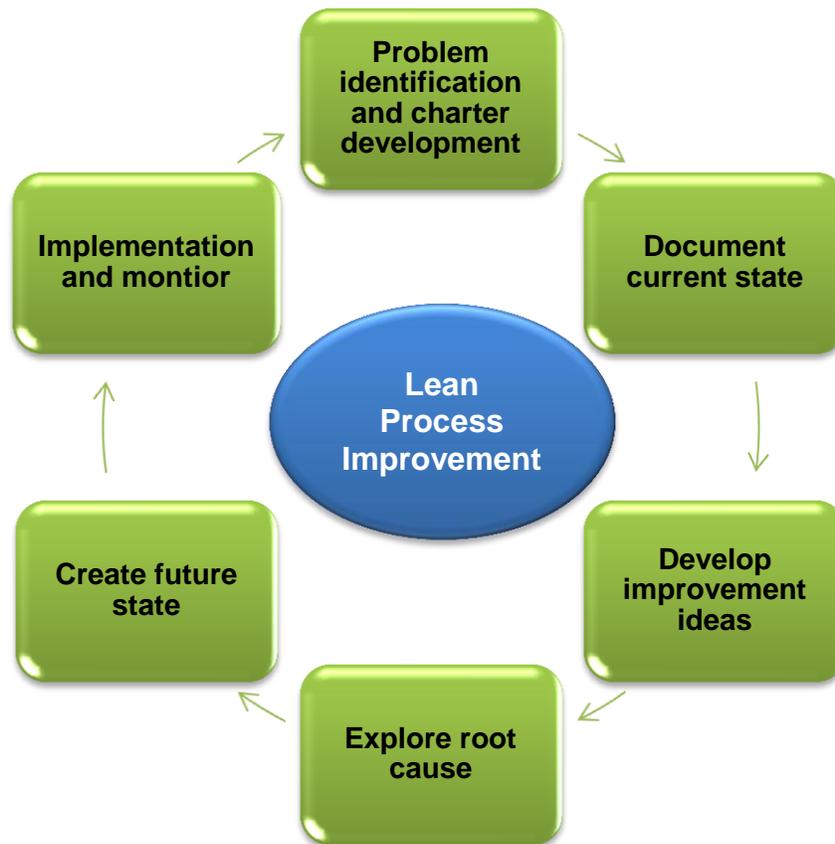


# State of NH Lean Mentor Profiles



The State of NH developed mentor profiles as a means to organize relevant information and experience for process improvement professionals seeking a mentoring opportunity. Mentoring is a valuable investment for Lean facilitator for any level of training. Mentoring is a mutually beneficial relationship for guided learning opportunities, feedback, coaching, reflecting, and more.

Engaging with a mentor is part of a requirement for the Lean Green Belt and Lean Black Belt trainings from the NH Bureau of Education and Training. Mentors are composed of volunteer Lean trained professionals who are available for the many stages of process improvement work. Mentors are from various state government agencies, non-profits, and local universities/colleges.

State of NH Lean webpage: <http://lean.nh.gov/>  
State of NH Lean blog: <https://prd.blogs.nh.gov/das/NHLEAN/>





## **Joanna Bailey, Lean Black Belt**

Court Service Representative, New Hampshire Judicial Branch

Joanna has been with the Judicial Branch since 2008, most recently with the Superior Court Center as a Court Service Representative. Joanna has always been a go getter, strong advocate for teamwork and enlists herself as an “outside of the box” thinker. Her creativity and organization alignment strategies assure support of mission critical activities for both internal and external customers to the branch. Joanna recently provided a series of Lean training at her agency to over 50 staff. This Lean foundational work is shifting the “we have always done it that way” to embracing “what works for the customer and what make sense”. Joanna’s goal has been to start the Lean cultural transformational movement within the Judicial Branch and she is making that happen. She is helping the branch by serving as a Lean resource and spreading the theme of Lean Thinkers and Lean Do-ers.

You can reach Joanna at 603-271-9838 or [jbailey@courts.state.nh.us](mailto:jbailey@courts.state.nh.us)



## **Joanna Bailey, Lean Black Belt**

Court Service Representative, New Hampshire Judicial Branch

### **Education**

NH Bureau of Education and Training, Lean Black Belt  
Granite State College, NH University System, BS, Psychology, minor in Management; *in process*  
McIntosh College, Dover-Associates in Paralegal Studies

### **Skills**

Professional presenter  
Team facilitator  
Project management

### **Experience**

Court Service Representative-NH Judicial Branch

- Responsible for major projects within the Judicial Branch i.e. Jury Management System
- Writes scripts, test new technology advances and systems to streamline work
- Liaison with IT professionals to translate business needs of the program
- Performs training for call centers and other program areas

Court Monitor-NH Judicial Branch

- Responsible for recording court hearings and management of exhibits.

### **Lean Work**

- Shingo Model focus- Dimension 1: Cultural Enablers
- Available for mentoring
- Cultural change work through an Introduction to Lean education program for all Superior Court employees
- Provides lean presentations
- Member of the Lean Executive Committee
- Applies Lean concepts to every day problem solving and large scale projects



## Heather Barto, MS, Lean Black Belt

Senior Process Improvement Specialist, Office of the Commissioner

Heather has been with the department for over 17 years in key operational areas including Lean leadership; Medicaid managed care, public health programming, and rehabilitation services. Heather has always asked questions to better understand a process. She embraces creativity, teambuilding, and the organizational framework that Lean work provides. Lean has been the avenue for Heather to pursue efficiencies and streamlining operations by guiding a team through the Lean process, which allows for both learning and practicing at the same time. Heather believes Lean facilitators are the integration engineers for our programs in state government. Lean facilitators are pivotal in helping to connect people and process. She supports Lean on several levels by mentoring Lean champions, coaching teams, bringing a “can do” attitude, and providing organization during a project.

You can reach Heather at 603-271-9496 or [Heather.Barto@dhhs.nh.gov](mailto:Heather.Barto@dhhs.nh.gov)



## Heather Barto, MS, Lean Black Belt

Senior Process Improvement Specialist, Office of the Commissioner

### Education

NH Bureau of Education and Training, Lean Black Belt  
New England College, MS, Management, concentration in Healthcare Administration  
NH Bureau of Education and Training, Certified Public Supervisor and Certified Public Manager  
Utica College of Syracuse University, BS, Therapeutic Recreation

### Skills

Team facilitation	Program management and leadership	Project management
Professional presenter	Grant and budget management	Mentoring and coaching

### Experience

Process Improvement Specialist, NH Department of Health and Human Services  
Administrator, NH Department of Health and Human Services, Office of Medicaid  
Public Health Program Manager, NH Department of Health and Human Services, Division of Public Health  
HIV Surveillance Coordinator, NH Department of Health and Human Services  
Recreation Therapist, NH Department of Health and Human Services, NH Hospital

### Lean Work

- Shingo Model focus- Dimension 3: Enterprise Alignment
- Available for mentoring
- Design, provide, and support opportunities for Lean training and development of skills
- Lean project work; child support case initiation flow, Choices for Independence business process steps, hospital billing and reimbursement, Medicaid service provider credentialing process, Board of Pharmacy inspection process, technology gaps and efficiency evaluation, general business flow process and standardization of work, quality service review at mental health centers and data validation, University System of NH standardized process for financial system entry, NH Department of Information Technology facilitated close out meeting for nFORM pilot project, health facility process flows, various public health projects, and more.
- Serves as the co-Chair of the Lean Executive Committee and engages in regional Lean activities.



## **Barbara Bryant, Lean Black Belt**

Senior Service Coordinator, Gateways Community Services

Barbara has been with Gateways since 2009 in the Service Coordination department. Some of Barbara's responsibilities and skillsets include negotiating contracts with responding vendors and acquire services and budgets that are value and quality based, insure that services are provided in appropriate manner, internal audit and compliance analysis, working across departments to effect positive changes and improvements. Barbara has been working with Lean management tools since 2013 and values the idea that 'continuous improvement' and working towards 'True North' should be a part of everyday life and practice.

You can reach Barbara Bryant at 603-459-2715 [bbryant@gatewayscs.org](mailto:bbryant@gatewayscs.org)



## **Barbara Bryant, Lean Black Belt**

Senior Service Coordinator, Gateways Community Services

### **Education**

NH Bureau of Education and Training, Lean Black Belt  
Maryville College, BA in American Sign Language/Deaf Culture

### **Skills**

Project Planning/Management  
Advocacy  
Team Facilitation

### **Experience**

Leadership role for project management and statewide initiatives from inception through operational. Will initiate and provide support/ consult to Service Coordinators and managers in Adult Traditional and Clinical Services. This includes seeking clarification, providing updates, and circling back to the departmental staff and managers for initial overview and ongoing guidance and training.

### **Lean Work**

- Shingo Model focus- Dimension 2: Continuous Improvement
- Care Connect Health Home Transition Plan
- Intensive Review Team Program and Early Transition
- Preventative and Specialty Services Billing Tracking System
- 503 Regulation Core Responsibilities Audit and Process Improvement
- Adult Services Intake Process and Policy

**Edie Chiasson, Lean Black Belt**  
Sales Manager, NH Lottery

Edie is the Sales Manager at the NH Lottery. She transferred to the Lottery from the Department of Safety where she was a Contact Center Supervisor for five years. She has over 20 years of experience developing professionals in customer service, sales, and operational positions for banking, insurance and other financial industries. Throughout her career she practiced various methods of process improvement. In June 2016, she earned her Lean Black Belt designation. Her specialty is selling concepts, coaching individuals, and presenting to groups.

You can reach Edie at 603-271-7151 or [Edith.Chiasson@lottery.nh.gov](mailto:Edith.Chiasson@lottery.nh.gov)



**Edie Chiasson, Lean Black Belt**  
Sales Manager, NH Lottery

**Education**

Lean Black Belt, State of NH, Bureau of Education and Training  
Granite State College, NH University System, BS, Financial Planning and Management  
American College, Chartered Life Underwriter, Bryn Mawr, PA  
American College, Chartered Financial Consultant, Bryn Mawr, PA

**Skills**

Customer Sales and Service Management  
Small/Large Team/Group Facilitation/Presentation  
Staff Development  
Financial Management  
Project management

**Experience**

Sales Manager, NH Lottery  
Contact (Call) Center Supervisor, NH Department of Safety, Division of Motor Vehicles  
Customer Sales and Service Manager, TD Bank  
Member Contact (Call) Center Manager, St. Mary's Bank  
Marketing Coordinator, Lincoln Financial Group

**Lean Work**

- Shingo Model focus- Dimension 1: Cultural Enablers
- Available for mentoring
- Lean coordinator at NH Lottery – Introduced Lean cultural concepts; completed Lottery's first formal project in 2015; completed a second formal project in 2016; completed many smaller, informal projects within the sales unit – improved efficiencies of process and elimination of paper/waste.
- Various Lean project roles – Facilitator, Data Manager, Participant, Observer (samples below)
  - Shared Drive Organization/Maintenance – NH Lottery
  - Attendance Tracking – NH Lottery
  - UPS Infrastructure – NH DOS
  - Handicap Placard Application/Process – NH DOS/DMV
  - Grant Relay (Tracking) – Community College System
- Member of the NH Lean Executive Committee and NH Lean Network



**Suzy Easterling-Wood, Lean Green Belt**  
Director, Quality and Utilization Management

Suzy just began her 10<sup>th</sup> year with the DHHS. During the last several years Suzy has facilitated and participated in multiple CQI projects. Her position requires the use of variety of tools and approaches to Quality Improvement strives to continuously improve the quality of services provided to the patients at NHH. Once introduced to Lean culture, Suzy quickly integrated Lean concepts and processes into the UM department at NHH and encouraged her entire team to follow suit. Currently they are all Yellow belt certified with some moving on to Green Belt certification. Suzy is a strong advocate for bridging the gap between leadership and front line staff to encourage realistic, sustainable change that allows for all levels of the organization to stand behind workflow process with integrity and commitment.

Suzy can be reached at 603-271-5463 or [Susan.Easterling@dhhs.nh.gov](mailto:Susan.Easterling@dhhs.nh.gov)



**Education**

Saint Martin's University, BA, Psychology  
Antioch University New England, Masters in Human Services Administration  
NH Bureau of Education and Training, Lean Green Belt

**Experience**

Director, Quality and Utilization Management, NH DHHS- New Hampshire Hospital  
Quality and Compliance Specialist, NH DHHS- New Hampshire Hospital  
Utilization Review Coordinator, NH DHHS- New Hampshire Hospital  
Child Protection Service Worker - NH DHHS- Division of Children Youth and Families

**Skills**

Facilitation/Group Dynamics/ Teambuilding    Quality Improvement Methods and Tools  
Professional Development and Training    Performance Management  
Conflict Resolution    Communication

**Lean Experience**

- Available for mentoring
- Facilitator-DHHS Health Facilities Complaint Process Team
- Sponsor- NHH Financial Advocacy Unit -UR Process
- Team Member-NH Hospital Pre Admission Work Flow Process



## **Michelle Fuller, Lean Black Belt**

Budget and Management Analyst, Keene State College

Michelle has been with KSC for 30 years, most recently serving in the Office of the Provost and Vice President for Academic Affairs. Michelle has always been an advocate for streamlining processes and systems for efficiency and effectiveness, both for time-savings and increased customer service. When KSC began to implement Lean in January 2016, Michelle was excited to be part of the first group of employees invited to a Yellow Belt institute and has continued to expand her knowledge and application of Lean. She serves as part of the KSC Lean Leadership Team, helping to utilize Lean methods and tools across campus.

Michelle can be reached at [mfuller@keene.edu](mailto:mfuller@keene.edu) or 603-358-2079.



## **Michelle Fuller, Lean Black Belt**

Budget and Management Analyst, Keene State College

### **Education**

NH Bureau of Education and Training, Lean Black Belt  
Granite State College, BS, Accounting and Finance  
Plymouth State University, MBA  
Keene State College, BS, Management

### **Skills**

Business process review  
Continuous process improvement  
Data analysis

### **Lean Work**

Shingo Model focus- Dimension 2: Continuous Process Improvement



## Jan Gugliotti, MBA, Lean Green Belt

Business Systems Analyst

Jan serves as a process and information technology fusion specialist. Jan came to the Commission in 2014 after a 30 year career in industry as a senior management consultant in information technology and business process reengineering. Her love for Lean developed over a two year consulting engagement at DuPont, Inc. working with a team of Computer Sciences Corp. reengineering experts and DuPont Six Sigma Green Belts and Black Belts under the sponsorship of a DuPont Master Black Belt. The project involved streamlining the complex and lengthy process of discovering new, safer and more effective crop protection agents in a global Research and Development organization. Jan's assignment was to identify technology solutions to support ambitious process redesign goals.

You can reach Jan at 603-271-6045 or [Janet.Gugliotti@puc.nh.gov](mailto:Janet.Gugliotti@puc.nh.gov)



## Jan Gugliotti, MBA, Lean Green Belt

Business Systems Analyst

### Education

NH Bureau of Education and Training, Lean Yellow Belt  
Tuck School of Business at Dartmouth College, MBA  
Michigan State University, BA, Journalism and Economics

### Skills

Information technology design and deployment  
Change management

Business process re-design  
Project management

### Experience

Business Systems Analyst, NH Public Utilities Commission  
Senior Systems Analyst and Project Management, Tufts Clinical and Translational Science Institute  
Partner, Computer Sciences Corporation Life Sciences Division

### Lean Work

- Comprehensive process redesign across all PUC divisions with reliance on standardizing, automating and/or eliminating tasks.
- Various public sector assignments applying Lean process redesign principles and IT to reduce waste across a range of processes including:
  - Chemical/biological Research & Development
  - Basic clinical research
  - Pharmaceutical clinical trials
  - State Medicaid drug utilization review
  - Industrial refinery plant maintenance
  - Telecom industry field service operations
  - Investment banking deal preparation



**Laura Holmes, MPA, Lean Black Belt**  
Project Manager, Department of Administrative Services

Laura is a project manager within the office of Operational Analysis and Project Management in the Department of Administrative Services focusing on state-wide systems and operational improvement. She began her career in the Department of Health and Human Services in 2004 using Lean practices and process improvement methods to improve operations and performance and enhance the quality of services provided by the State. Over the years Laura has facilitated and participated in a wide range of improvement projects and is experienced using a variety of tools and approaches. Laura is a strategic and systems thinker and enjoys creating order out of chaos, being an agent of change, fostering a culture of quality, and witnessing the transformative power of Lean practices.

You can reach Laura at 603-271-9091 or [Laura.Holmes@dhhs.nh.gov](mailto:Laura.Holmes@dhhs.nh.gov)



**Laura Holmes, MPA, Lean Black Belt**  
Project Manager, Department of Administrative Services

**Education**

NH Bureau of Education and Training, Lean Black Belt  
NH Bureau of Education and Training, Certified Public Manager  
University of New Hampshire, Master in Public Administration  
Rochester Institute of Technology, Bachelor of Science

**Skills**

Project Management  
Quality Improvement Methods and Tools  
Performance Management and Measurement  
Program Management and Evaluation  
Strategic Planning and Alignment  
Communications/Writing

**Experience**

Project Manager, Office of Operational Analysis and Project Management, DAS  
Program Planning and Review Specialist, Office of Quality Assurance and Improvement, DHHS  
Chief, Public Health Improvement Section, Bureau of Public Health Systems, Policy and Performance, Division of Public Health Services, DHHS

**Lean Work**

- All Shingo disciplines
- Available for mentoring
- Systems and Operational Improvement
- Lean/QI training design
- Lean projects: DHHS Quality Service Review Process (28 sub projects), DPHS Travel Process, DPHS Policy and Process to Establish Policies, DPHS Shared Folder System, DPHS Oral Health Program Site Visit Process, DPHS Process to Identify Grant Finance Information



**Daniel Hrobak, Lean Black Belt**  
Quality Assurance / Process Improvement Engineer

Dan has been at the NH Department of Environmental Services (NHDES) since January 2017 after just over two years at the DoD Defense Contract Management Agency (DCMA) as an Earned Value Analyst/Engineer. He previously worked at NHDES from 2011 to 2014. In 2012, he participated in his first Kaizen event at General Electric in Hooksett, NH and facilitated several “End to End” process improvement events at DCMA. While at NHDES, he has participated in or led many Lean events. In June 2018, Dan received his Lean Black Belt certification from NH BET.

You can reach Dan at 603-271-2941 or [Daniel.Hrobak@des.nh.gov](mailto:Daniel.Hrobak@des.nh.gov)



**Daniel Hrobak, Lean Black Belt**  
Quality Assurance/Process Improvement Engineer

**Education**

NH Bureau of Education and Training, Lean Black Belt  
Grantham University, MBA  
Professional Engineer Licensure  
Project Management Professional, PMI  
University of New Hampshire, MS, Civil Engineering  
Merrimack College, BS, Civil Engineering

**Skills**

Team Facilitation	Presentations
Project Management	Data analysis

**Experience**

Quality Assurance/Process Improvement Engineer, NHDES,  
Earned Value Analyst/Engineer, Defense Contract Management Agency (DCMA)  
Senior Compliance Engineer, NHDES-Air Resources Division (ARD)  
Stack Test Engineer, NHDES-ARD  
Engineer, Alden Research Laboratory

**Lean Work**

- Shingo Model focus- Dimension 1: Cultural Enablers
- Available for mentoring
- Facilitated or co-facilitated intra-agency and cross-state Lean events
- Assisted in the development of Lean White Belt training in conjunction with BET
- NHDES Lean Coordinator/Lean Team Chairperson
- Led and participated in “End to End” process improvement events at DCMA
- Served as “Fresh Eyes” at a General Electric Lean event concerning Bladed disk optimization
- Member of Lean Executive Committee



## Felice Janelle, Lean Green Belt

Program Analyst, Air Resource Division

Felice came to the Department of Environmental Services in 2010 after working 25+ years in the private sector. She received her Lean training with Sigma Breakthrough Technologies, Inc. in 2006 while an employee at Osram Sylvania. She participated in ten Kaizen events at Sylvania that ranged from manufacturing process improvement, department-wide 5s activities, the new hire process, and improvements to recycling capacity. Since coming to DES she has participated in or led several Kaizen events. Her project with the Air Resources Division that streamlined the reporting process for facility inspections received the Continuous Improvement award at DES in 2012. She is currently the acting Chairperson of the DES Lean Team.

You can reach Felice at 603-271-4848 or [felice.janelle@des.nh.gov](mailto:felice.janelle@des.nh.gov)



## Felice Janelle, Lean Green Belt

Program Analyst, Air Resources Division

### Education

NH Bureau of Education and Training, Lean Green Belt  
Plymouth State College, BS, Environmental Biology  
University of Massachusetts, MS, Environmental Studies  
New England College, MS, Management, concentration in Organizational Leadership  
Sigma Breakthrough Technologies, Inc., Lean Leader

### Skills

Lean project leader  
Technical writing  
NH Listens trained facilitator  
Data analysis

### Experience

Planning Analyst, NH Department Environmental Services, Air Resources Division (NHDES-ARD)  
Supervisor, Mobile Sources Section, NHDES-ARD  
DERA Grant Program Manager, NHDES-ARD  
Senior Safety and Environmental Manager, Osram Sylvania

### Lean Work

- Strategic Plan development, NHDES-ARD Compliance Bureau
- Facility Inspection Report Development – NHDES-ARD Compliance Bureau
- Standardizing the process for submitting materials for Governor and Council approval – NHDES Commissioner's Office
- Interagency Cooperation (DES, Fish and Game, DOT, DAMF, DRED) for receiving and approving permits for the application of pesticides in water bodies
- Interagency Cooperation (DES, DOT) for the development and approval of storm water pollution prevention activities associated with highway projects
- Standardizing the process for dealing with odor complaints related to landfills – NHDES Air Resources Compliance and Solid Waste bureaus
- Standardizing the process for responding to solid waste complaints – NHDES Spill Response and Complaint Investigation section



## **Thomas Lencki Jr., Lean Black Belt**

Sergeant, New Hampshire State Police

Tom has been employed with the NH State Police for over 19 years. Tom has been working on creating a positive Lean culture in the State Police and has developed a staff engagement plan for all State Police employees with the Lean White Belt Course. Currently, the State Police (civilian and Troopers) has a completion rate of 82% for the Lean White Belt training. Tom is passionate about Lean. He believes Lean is a way of life and it is not something you do once and forget about it. Tom enjoys facilitation of Lean events, teambuilding, thinking outside the box, and learning new things as he meets and works with people throughout the state.

You can reach Tom at 603-223-8693 or [Thomas.lencki@dos.nh.gov](mailto:Thomas.lencki@dos.nh.gov)



## **Thomas Lencki Jr., Lean Black Belt**

Sergeant, New Hampshire State Police

### **Education**

NH Bureau of Education and Training, Lean Black Belt  
Granite State College, BS, Business Management; *in process*  
NH Bureau of Education and Training, Certified Public Supervisor and Certified Public Manager

### **Skills**

Professional presenter      Team facilitator      Project Management      Conflict Resolution  
Team Building      Goal Orientated – Mission Driven

### **Experience**

New Hampshire Department of Safety/ State Police

- Sergeant (Troop-B Patrol)
- Sergeant (Recruitment & Training)
- Trooper

United States Marine Corps

- Non-Commissioned Officer (NCO) / 3<sup>rd</sup> Battalion 6<sup>th</sup> Marines
- Marine Expeditionary Unit Special Operations Capable (MEUSOC)

### **Lean Work**

- The Shingo Model focus; Dimension 1:Cultural Enablers
- Available for mentoring
- Cultural change work through an Introduction to Lean education program for all State Police Employees
- Provides Lean presentations
- Member of the Lean Executive Committee
- Applies Lean concepts to every day problem solving and large scale projects
- Specific project work in Field Training Officer (FTO), NH Department of Safety Human Resources Off-boarding process, City of Lebanon Permit Process.



**Angela Linke, Lean Black Belt**  
Employee Medical Risk Specialist

Angela has been employed by the NH DOT since 2011. She is the agency’s ADA (Americans with Disabilities Act) Coordinator. She works with those who experience issues related to domestic violence when it affects their safety at work and she serves as the agency’s Lean Coordinator. Prior to coming to the DOT, Angela served as one of two Disability Program Navigators covering the state of New Hampshire. For many years Angela managed group Long Term Disability claims or managed those who manage Long Term Disability claims for major insurance companies. Fostering teamwork and developing innovations is what Angela strongly promotes. Please don’t ever use the expression “this is the way we’ve always done it” in front of her! She truly believes that any process and procedure has room for improvement.



**Angela Linke, Lean Black Belt**  
Employee Medical Risk Specialist

**Education**

NH Bureau of Education and Training Lean Black Belt  
Utica College of Syracuse University, BS, Business/Economics

**Skills**

Leading a Team Through Kaizens  
Fostering Teamwork  
Process Mapping  
Creating Trust

**Experience**

Employee Medical Risk Specialist, NH Department of Transportation  
Disability Program Navigator, Department of Resources and Economic Development  
Many years of managing Group Long Term Disability Claims and managing claims departments for major insurance carriers

**Lean Work**

- Shingo Model focus- Dimension 1: Cultural Enabler
- Computer Access Transfer process
- Discretionary Funding process
- Longevity Certificate process
- MVR process flow
- Position waiver
- Process for training funds
- Retirement Certificate process
- Supplemental sick leave process
- Surplus Property Disposal
- Payment of Toll Violations
- Transparency request
- Agency Lean Coordinator and founded DOT Lean Coalition





## Dan McLeod, Lean Black Belt

Enrollment Systems Business Analyst, University of New Hampshire

Dan has been with UNH since 2016 as a Systems Business Analyst. Prior to UNH, he worked as IT support, a software engineer, and a web developer over last 18 years. Working in IT and manufacturing Dan gained some exposure to Agile and Lean methodologies and took the opportunity for formalized training in Lean and Agile upon being hired by UNH. He has provided facilitation for a number of process improvement events for his Professional Development & Training group as well as facilitations for UNH and USNH kaizen events. Dan's hope is to help those he works with embrace continuous improvement.

You can reach Dan at 603-862-0032 or [dan.mcleod@unh.edu](mailto:dan.mcleod@unh.edu)



## Dan McLeod, Lean Black Belt

Enrollment Systems Business Analyst, University of New Hampshire

### Education

UNH Professional Development and Training, Agile-Scrum Master

NH Bureau of Education and Training, Lean Black Belt

Southern New Hampshire University, BS, Business Studies - Computer Information Systems

### Skills

Information technology design and deployment

Team facilitator

Project management

Business processes re-design

### Experience

Enrollment Systems Business Analyst – University of New Hampshire

Webmaster & IT support – Londonderry School District

Pre-Press Development – Cabinet Press

Software Engineer – Diversified Optical Products

### Lean Work

- Shingo Model focus- Dimension 2: Continuous Improvement
- EMS to Destiny One Intake Process
- Lean Facilitation: UNH Professional Development and Training Communication Plan
- Lean Facilitation: USNH Uncashed Checks Process
- Lean Facilitation: UNH Housing Summer Conference Procedures
- Applies Lean concepts to every day problem solving and large-scale projects

## **Dagmar Vlahos, Lean Black Belt**

Senior Process Engineer, UNH Project Management Office (PMO)

Dagmar's Lean journey began in 2005 when her manager requested she attend a White Belt class at Fidelity Investments. Dagmar was then brought through the ranks of Six Sigma training and in 2006 she received a recommendation from the Fidelity leadership team to participate in their Six Sigma Black Belt program. Dagmar managed a team of 30 Fidelity associates and applied Six Sigma in the day to day operational work of her team. In 2012, Dagmar joined the University of NH to assist UNH departments in evaluating existing processes, work with teams to recommend enhancement opportunities and to build a Lean culture. Soon after she attended the Lean training through the State of NH Bureau of Education and Training, she worked her way to receive her Lean Black Belt in 2015. She quickly recognized the need for Lean training for UNH staff and incorporates staff and leadership training into her day to day work with teams.

You can reach Dagmar at 603-862-4962 or [Dagmar.Vlahos@unh.edu](mailto:Dagmar.Vlahos@unh.edu)



## **Dagmar Vlahos, Lean Black Belt**

Senior Process Engineer, UNH Project Management Office (PMO)

### **Education**

NH Bureau of Education and Training, Lean Black Belt

Fidelity Investments, Trained Six Sigma Black Belt

Southern New Hampshire University, BS, Business Administration with a minor in Human Resources

### **Skills**

Professional Presenter  
Project Management

Team Facilitator  
Lean Instructor

Mentor

### **Experience**

Senior Process Engineer, University of New Hampshire (UNH)

Director, Managed Payroll and HR/Payroll Support, NuView Systems

Senior Account/Project Manager (Benefits), Workscape an ADP Company

Human Resources/Payroll Consultant/Project Manager, Resource Navigation, Inc.

Director, Human Resources Service Delivery Excellent, Fidelity Investments

### **Lean Work**

- Shingo Model focus- Dimension 1: Cultural Enablers
- Available for mentoring
- Designed and deliver course content for university system staff including Introduction to Lean, along with Lean Yellow Belt and Lean Green Belt Certification Programs
- Designed and deliver Lean for Leaders "Leading in a Lean Culture" course content for university system leaders
- Lead Organizer for the UNH / State of NH Lean Summit 2015, 2016 and 2018
- Lean Projects Include but are not limited to:
  - HR Onboarding; HRIS Production Support; HR Leave of Absence Processing; Student Billing; Student Withdrawal Project; Graduating Students Project; IT Client Services Phone Scheduling; Sponsored Research Grant Billing, Proposal Development and Effort Certification; IT Knowledge Base; Dining Central Production; Navitas (International Students) Bill Project; Housing between semester room moves; Travel, Reimbursement, University Credit Card purchases reconciliation process.



## **Candice Weingartner, Lean Black Belt**

Technical Support Specialist Supervisor, Department of Information Technology

Candice is a Technical Support Specialist Supervisor working with an amazing team in support DoIT, DES, DHHS, Banking and the NH Adjutant General. Candice began her career in DoIT almost 10 years ago and has held roles in both desktop support and as an IT Manager. Her experience with Lean began in December 2014 at a Lean Briefing for Managers event provided by BET, which gave her the desire to learn more about all things Lean. She made her way through the Lean Belt classes, finishing with her Black Belt in June 2016. Candice likes to ask “why” and finds this one simple word can facilitate change, whether big or small. She enjoys facilitation of Lean events, teambuilding, thinking outside the box, and learning new things as she meets and works with people throughout the state.

You can reach Candice at 271-9643 or [candice.weingartner@doit.nh.gov](mailto:candice.weingartner@doit.nh.gov)



## **Candice Weingartner, Lean Black Belt**

Technical Support Specialist Supervisor, Department of Information Technology (DoIT)

### **Education**

NH Bureau of Education and Training, Lean Black Belt

### **Skills**

Team facilitator

Presenter

Project management

Strong Information technology background

### **Experience**

Technical Support Specialist Supervisor, Department of Information Technology

IT Manager, Department of Information Technology

Technical Support Specialist, Department of Information Technology

Computer Lab Instructor, Southwick School, Winnisquam Regional School District

### **Lean Work**

- The Shingo Model focus; Dimension 3: Enterprise Alignment
- Available for mentoring
- Lean Executive Committee designee and NH Lean Network member
- Roles with Lean: Facilitator, Data Manager, Fresh Eyes, Participant
- Lean projects include but are not limited to:
  - DoIT A&E process-resulting in new R&R system
  - Lottery Attendance Tracking
  - Lottery S Drive Organization/Maintenance
  - DOT/DES RFMI project
  - DHHS Public Health request process
  - DOI Time and Expense Tracker
  - Banking Time Card Project
  - DoIT/DES Computer Equipment Procurement/Deployment



## **Roberta Witham, MBA, Lean Black Belt**

Business Systems Analyst, Department of Safety

Roberta has been using Lean as part of her daily work and facilitating Lean events for over 8 years, completing over 30 events. As a Business Systems Analyst, she deploys Lean Thinking and Lean Culture among Safety and often facilitates at other Departments. Roberta’s standardized Lean approach has been proven to work and adopted as the norm among the Department by using 4 half consecutive half day sessions, with a “sell” with in just two business days.

You can reach Roberta at 603-223-8852 or [Roberta.Witham@dos.nh.gov](mailto:Roberta.Witham@dos.nh.gov)



## **Roberta Witham, MBA, Lean Black Belt**

Business Systems Analyst, Department of Safety

### **Education**

Southern NH University, MBA  
Troy State University, BS, Business Administration; Marketing  
NH Bureau of Education and Training, Lean Black Belt

### **Skills**

Professional Public Speaker                      Computer Systems Expert  
Team Facilitator                                      Proven Group Facilitator

### **Experience**

Business Systems Analyst and Lean Coordinator, Department of Safety  
Works collaboratively within several professional networks; city administrators, Injury Prevention professionals, legislative constituents and associated law enforcement personnel for combined efforts and understanding workloads.

Teach and facilitate employees on process improvement strategies and tools.

Lead Lean and Strategic Planning initiatives for the Department via Black Belt certification through our Bureau of Education and Training and Balanced Scorecard respectively. Progression is measured in dollars, time and morale; track record’s foundation is substantiated by going, asking why and showing respect.

Prepare and deliver presentations for both safety agendas and process improvement models.

Report regularly to the Governor’s Taskforce and Highway Safety Agency in efforts to reduce highway fatalities/injuries.

### **Lean Work**

- Shingo Model focus; Dimension 3: Enterprise Alignment
- Available for mentoring
- Devised a computerized “walkthrough” to process mainframe crash data. Worked with Department of Information Technology to upload data for analysis within 24 hours of input. Redundant entry was eliminated. Able to respond to questions timely and accurately within minutes as opposed to months.
- Member of the Lean Executive Committee