



Comprehensive Biography

Karen Martin, president of the global consulting firm The Karen Martin Group, Inc., is a leading authority on business performance and Lean management. Known for her keen diagnostic skills and rapid-results approach, Karen and her team have worked with clients such as AT&T, Chevron, Epson, GlaxoSmithKline, Goodwill Industries, International Monetary Fund, Lenovo, Mayo Clinic, Prudential Insurance, Qualcomm, and the United States Department of Homeland Security to develop more efficient work systems, grow market share, solve business problems, and accelerate performance. As a thought leader and skilled teacher, Karen has shaped how leaders and improvement professionals approach business performance in over 45 countries.

Karen's broad understanding of work system design and business management stems from her experience building and managing operations for several rapid-growth organizations that each grew into multi-billion-dollar companies. She developed a keen understanding of customer value while serving in sales and marketing roles, and has extensive experience mitigating legal and compliance constraints. While she has worked with clients in nearly every sector, her healthcare-rich background includes clinical, administrative, and regulatory work in hospitals, post-acute care settings, payer services, medical research, clinical laboratories, physician practices, integrative medicine and behavioral healthcare.

Karen's award-winning book, *The Outstanding Organization*, addresses the missing fundamentals that drive outstanding performance: Clarity, Focus, Discipline, and Engagement. Once instilled into an organization's DNA, they open the door to sustainable growth and profit. Her latest book, *Clarity First* - a follow on to *The Outstanding Organization* - reveals how to use clarity to unleash potential, innovate at higher levels, and solve problems more effectively. It's her most provocative book to date and is garnering deep praise. Karen is also the co-author of Shingo Award-winning *Value Stream Mapping*, and two other books on business performance improvement.

An in-demand global speaker, Karen wows her audiences with high-energy presentations containing practical takeaways. Audiences giving her high ratings have included groups such as MassMutual, Lenovo, Young Presidents' Organization, Society for Human Resource Management, and the Association for Manufacturing Excellence.

For more information, please visit www.ksmartin.com.

You can also find her at:

Twitter - twitter.com/karenmartinopex

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Brief Biography

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An in-demand speaker, she's the two-time Shingo Award-winning author of *The Outstanding Organization* and coauthor of *Value Stream Mapping*, and coauthor of two other titles on business performance improvement. Her latest book, *Clarity First*, is her most provocative to date and is garnering deep praise.

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Byline

Karen Martin, president of the global consulting firm The Karen Martin Group, Inc., is a leading authority on Lean management and business performance improvement. Her clients have included Fortune 500 companies in nearly every industry and government agencies at local, state, and federal levels. Her latest book, *Clarity First: How Smart Leaders and Organizations Achieve Outstanding Performance*, has just been released by McGraw-Hill.

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