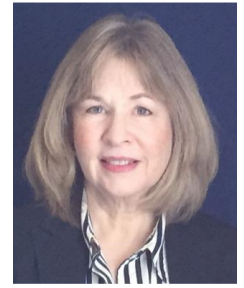


The Walker Company

Laura Walker & Deborah Dollard

PHILOSOPHY STATEMENT

We combine our “Lean” and business management experience to help organizations achieve their strategic and operational goals. Our years of work within organizations have informed our consulting practice about the issues and critical factors involved in successfully implementing strategic and process improvements. Our starting point is developing or reviewing an organization’s strategy. Then, viewing organizational issues through the context of the flow of work between groups (Value Stream Mapping), we help make the flows more efficient to better serve the customers. An understanding of work flows can also be a foundation for realigning an organization. Critical measures are important to track improvements and performance. We focus on sustaining improvements through addressing cultural issues, training, project management, and employee and management engagement. We strive to transfer our knowledge and techniques to employees so they can be self-sufficient in sustaining and continuing improvements.



AREAS OF EXPERTISE/RESULTS

- Lean Culture & Tools
- Change Management
- Project Management
- Process Innovation, Redesign, Improvement & Management
- Integration of Information Technology
- Strategic Planning and Implementation

EXPERIENCE / SELECTED PROJECTS

- University of Washington, School of Medicine: Provided project approach, process improvement methodology, best practices to coach UW and its partners through 1-year project to streamline the clinical research proposal process.
- Saskatchewan Health System: Led transformation of 2 hospitals, multiple clinics and long term care facilities (2500 employees). Used LEAN tools to increase patient safety, reduce waste and costs and streamline work flow. Part of an integrated project throughout Saskatchewan.
- University of Washington, Finance & Facilities: Provided methodology & partnered with internal project manager to document cross-university procurement processes & design & launch work team to redesign top priority processes.
- Salem Hospital (Oregon). Using LEAN tools, established standard work for 4 key business lines, including the discharge process. Increased patient satisfaction with the discharge process by 82%.

CREDENTIALS

Laura Walker

- MIT Summer Session in Business Process Re-Engineering
- California State University, Hayward, MBA, Finance
- University of Oregon, BS, Sociology

Deborah Dollard

- MIT Sloan School of Business; 12 week Sr. Executive program
- Seattle University; MBA, Finance
- University of Missouri; Bachelor of Arts, Economics and Biology

SELECTED CLIENTS

- University of Washington School of Medicine
- University of Washington, Finance & Facilities
- University of Washington, Information Technology
- Saskatchewan Ministry of Health
- Salem Hospital (Oregon)
- United States National Parks Service

Contact the Alliance at 206-616-8461 OR alliance@u.washington.edu.