

May 7, 2010

10:30 a.m.—Noon

Quarterly Professional Development Seminar (COE Members Only)  
140 Pfahl Hall – Fisher College of Business

Jan Santerre, Vice President Lean Business, Hillenbrand, Inc.  
**"Building Thriving Organizations"**

Jan Santerre, Hillenbrand, Inc., will draw on her 26 years of hands-on experience in operations for her presentation on, "Building Thriving Organizations." In her presentation she will discuss the practical tools and techniques necessary to build business systems which are 'lean', self-healing and self-improving, thus delivering superior results. Rooted in Dr. Deming's System of Profound Knowledge, the Toyota Production System utilizes time-proven methods to design systems which support the individual through the elimination of waste, unevenness and overburden. Utilizing visual controls everyone can 'see into' the processes resulting in an environment where the individual can ascertain 'normal' from 'abnormal' states and is empowered to knowledgeably act in the resolution of the problem. Finally, by installing a culture of Plan-Do-Study-Act everyone is engaged in and responsible for the transformation of the organization. She will illuminate these lessons in a practical, approachable manner.



Santerre joined Hillenbrand, Inc. as vice president of Lean Business in December 2008. She most recently served as vice president of Operations in Parker Hannifin Corporation's Hydraulics Group, where she oversaw and improved performance in several North American operations. Prior to that, Santerre was vice president of Lean Enterprise and Quality, where she developed and deployed the Parker Lean System. She developed her lean knowledge and experience through managerial roles during her 18 years with Delphi Automotive Systems and General Motors.