

LEAN LEADER

"Be a student and a teacher"

A LeanOhio interview with Kameelah Guthridge

Technical Medical Specialist and Lean Six Sigma Green Belt at the Bureau of Workers' Compensation (BWC)

Kameelah began her service at BWC in 2013 as an intern and transitioned to her current role as a medical policy specialist in 2014. In 2017, she took on additional leadership roles as co-chair of the LeanOhio Networking Committee, Ohio Quality Network (OQN) liaison, and shared the duties of Lean liaison at BWC. She currently manages projects that results in policy formation and process improvement. Kameelah holds a Master of Business Administration (MBA) and is certified as a Lean Six Sigma Green Belt through LeanOhio and Change Practitioner through Prosci.



What sparked your initial interest in Lean Six Sigma (LSS)?

I learned about the impact that LSS can have on an organization while completing a healthcare fellowship in 2011. After becoming an employee of BWC, our Lean liasion shared with me that LSS training was available to BWC employees at no cost, so I decided to register for the Camo class. After completing my Camo project, I was eager to learn more, which led me to obtain the Green Belt training, complete my project and apply for the LLDP.

You recently participated in the Lean Leader Development Program (LLDP), where you worked at LeanOhio for three months. How will this experience benefit you as a Green Belt at BWC?

I now have a greater skill set to deploy Lean Six Sigma strategy, manage projects, and change at BWC. This immersion has sharpened my skills and will allow me to assist BWC with project selection, identifying problems, scoping problems and developing solutions to identified problems.

What LSS project/event/initiative are you most proud to have been a part of?

Co-facilitating the OOD Kaizen. It was a good learning experience. Witnessing how other agencies use the LSS methodology to improve its processes and observing the continuous improvement culture of OOD was refreshing. I really admire their top-down approach with deploying Lean Six Sigma strategies throughout their agency. I was glad to be a part of their Kaizen.

What advice do you have for individuals who are new to the Lean Six Sigma community in government?

Get involved as much as you can by seeking out new and challenging projects or opportunities. Become a student and a teacher. Share your passion for Lean Six Sigma every chance you get. Trust in your

abilities and be willing to learn from your mistakes. Even if your ideas are not implemented, share them anyway. Find a mentor and get involved in the LeanOhio network. Doing those things will assist you with understanding Lean Six Sigma concepts, applying them, and promoting Lean Six Sigma throughout your organization.

What's your favorite example of how you have used Lean either at work or at home?

Walking BWC teams through the Lean Routine. It's good to meet new people in my agency and learn how their work contributes to BWC's mission. Additionally, in the past, I had an aversion to public speaking; however, when speaking about or training on Lean Six Sigma concepts, I now enjoy public speaking. So, using my passion for LSS to overcome my aversion of public speaking has served me well.