

LORI A. KIRKLAND

PROFESSIONAL EXPERIENCE

1992 – Present Independent Management Consultant

1991 - 1994 International Business Machines White Plains, New York

Program Manager – IBM Marketing Services

- Coordinated an assessment of IBM NA, Marketing & Services

1979 - 1991 International Business Machines Rochester, Minnesota

Accounting Specialist, Inventory Planner, Industrial Engineer, Project Manager, Product and Services Manager, Consultant

- Participated on the MBNQA team – 1989 and 1990

ADDITIONAL PROFESSIONAL ACTIVITIES

Baldrige Examiner/Senior Examiner/Alumni 1991-2009

Adjunct Faculty – Falmouth National Quality College; Falmouth, Mass.

CLIENT EXPERIENCE

AtlantiCare – (2007-Present) – Worked with senior leadership team using the Baldrige model to identify organization improvement opportunities, develop MBNQA applications, site visit preparation and support. MBNQA recipient in 2009.

Mercy Health System – (2004 – 2007) – Worked with Executive Council using the Baldrige model to identify improvement needs, develop MBNQA applications, site visit preparation and support. MBNQA recipient in 2007.

Premier, Inc (1999-Present) – Worked with Executive Team using the Baldrige model to identify and address gaps. Support application development, site visit preparation. MBNQA recipient in 2006.

Bronson Methodist Hospital (2002-Present) – Worked with Executive Team to develop MBNQA application, identify and implement improvements, site visit preparation and support. MBNQA in 2005.

RWJUH (2003-2004) – Worked with Executive Management Team to develop MBNQA application, identify and implement improvement actions, site visit preparation and support. MBNQA in 2004.

SSM Healthcare (2002) – Worked with Operations Management teams to prepare MBNQA application, identify and implement improvement actions, site visit preparation and support. MBNQA in 2002.

UT M. D. Anderson Cancer Center (2002-Present) – Work with Clinical Operations, conduct interview style assessment, provide feedback and guidance to Operations Leadership Team.

Mayo Clinic (1998-Present) – Work with Foundation Administration, conduct interview style assessment, provide feedback and guidance to Executive team and other groups within Mayo.

BI Performance Systems (1999-2004) – Support MBNQA process, identify and implement improvement actions, and prepare for site visit. MBNQA Recipient in 1999.

Solar Turbines (1998) – Participated in preparation of MBNQA application. Work with Executive Team and Category teams to prepare for MBNQA site visit. MBNQA Recipient in 1998.

NIST (1998-2001) – Lead NIST Laboratories through organization level assessments, Strategic Planning; provide guidance to Laboratories on Quality Improvement Practices.

EDUCATION

1986 - 1987 Winona State University Winona, Minnesota
Masters Degree – Business Administration

1984 – 1986 Winona State University Winona, Minnesota
Bachelor of Science in Accounting