

Norman Bodek
President, PCS Inc.

It has been an amazing journey. In 1979, after 18 years working with Data Processing companies, I started Productivity Inc. - Press by publishing a newsletter called PRODUCTIVITY. At the time, I knew virtually nothing about the subject and had spent very little time in manufacturing facilities. But, I quickly became fascinated with the subject and went to Japan to discover the processes that was making them the world leaders in quality improvement and productivity growth.

In these past 28 years I have visited Japan 66 times, visited over 250 plants and published over 100 Japanese management books in English, all without originally knowing a single person in Japan nor speaking their language. As a fortune cookie once told me, "You have the talent to discover the talent in others." That is it in a "nutshell." My claim to fame is just finding the amazing tools, techniques and new thoughts that have revolutionized the world of manufacturing. Somehow magically I met Dr. Deming, Dr. Juran, Phil Crosby, Dr. Ishikawa, Dr. Akao, Mr. Ohno, Dr. Shingo and a least 100 other great manufacturing masters and most fortunately I published many of their books in English.

Each person I met gave me a new perspective on continuous improvement. I was one of the first to find and publish books, training material, and run conferences and seminars on TPS, SMED, CEDAC, quality control circles, 5 S, visual factory, TPM, VSM, Kaizen Blitz, cell design, poka-yoke, lean accounting, Andon, Hoshin Kanri, Kanban, and Quick and Easy Kaizen.

As a presenter I like to share my journey and tell you wonderful stories about the amazing people I met, what I learned from them and why that information is so vital to your company's and your personal success.

To me my most powerful discovery was the way Toyota and other Japanese companies opened the infinite creative potential lying often dormant inside every single worker. When you unlock this hidden talent people become highly motivated and actually love to come to work. Most recently, I have been working with Gulfstream Corporation, the private jet company, where 1000 people went from 16 implemented ideas in February 2005 to close to 21,000 in 2006 and saved the company 1.1 million dollars.

Education: Yonkers, New York Public School system, University of Wisconsin, New York University (BA), New York University Graduate School of Business, and New York University College of Education

Military service: Two years active duty with the U. S. Army Audit Agency and four years in reserve.

Instructor: American Management Associations, Control Data Institute, President Regan's Productivity Conference – Washington, DC, PPORF Conference - Japan, Total Productive Maintenance Conference – Tokyo, Institute of Industrial Engineers, American Society for Quality, APICS, Productivity, Inc. Conferences and Seminars, Dresser Mfg., Union Carbide, AVCO Corporation, Larsen & Turbo - India, Productivity - Madras (Chennai), India, London - England, Jutland – Denmark, and most recently speaking for the Plastics Industry in Ireland.

Recipient of The Shingo Prize* for Manufacturing Excellence and also created the Shingo Prize with Dr. Vern Buehler sponsored by Utah State University

Professional Career: Public Accountant and Insurance Broker, Vice President Data Utilities, New York City, and Barbados, West Indies, President Key Universal Ltd. with offices in Greenwich, Connecticut and Grenada, West Indies

1979-1999 Started Productivity Inc. & Productivity Press with offices in Norwalk, Connecticut, and Portland, Oregon.

Newsletters: PRODUCTIVITY, Total Employee Involvement (TEI), The Service Insider, Quick Change Over (QCO), and Total Productive Maintenance (TPM)

Study missions to Japan, led around 35 missions visiting 250 manufacturing plants

Conferences: Over 100 conferences on productivity and quality improvement including Productivity The American Way, Best of America, Quality, Quality Service, TPM, and TEI

Seminars: Hundreds of seminars on TPM, TQM, TEI, QCO, Visual Management, 5S, JIT and others.

In plant training events: Brought over Ohno's assistants from Japan (Iwata and Nakao) and ran Five Days and One Night (now called Kaizen Blitz), Maintenance Miracle, Quick Changeovers, Visual Factory, 5S and benchmark plant visits and seminars with American Manufacturing companies.

Books Published: Dr. Shigeo Shingo's - *Toyota Production System, SMED, Poka-Yoke, Non-Stock Production*, etc., Taiichi Ohno - *Toyota Production System (JIT)*, Henry Ford – *Today and Tomorrow, A New American TQM*, Yoji Akao – *Quality Function Deployment (QFD)* and *Hoshin Kanri*, Dr. Ryuji Fukuda – *Managerial*

*For information on the prize: <http://www.shingoprize.org/shingo/index.html>

Engineering, CEDAC and Building Organizational Fitness, Shigeichi Moriguchi – *Software Excellence*, Shigeru Mizuno - *Management for Quality Improvement (The 7 New QC Tools)*, Seiichi Nakajima – *Total Productivity Maintenance (TPM)*, Michel Greif – *The Visual Factory*, Ken'ichi Sekine – *One Piece Flow*, Shigehiro Nakamura – *The New Standardization*, and many other books on world class manufacturing and total quality management.

1990 - Industry Week called him “Mr. Productivity.”

1999 - Started PCS Inc. - Press with a monthly newsletter, consulting, and workshops on Quick and Easy Kaizen and Improving Customer Service.

2001 – Called “Mr. Lean” in Quality Progress Magazine

2006 – Received the Six Sigma Global Grand metal from ICBUPR

2007 - Lean Research chair at Drexel University

Books written:

The Idea Generator – Quick and Easy Kaizen

Co-authored with Bunji Tozawa

PCS Press 2001

The Idea Generator – Workbook

PCS Press 2002

Kaikaku: The Power and Magic of Lean

PCS Press 2004

All You Gotta Do Is Ask

Co-authored with Chuck Yorke

PCS Press 2005

Rebirth of American Industry

Co-authored with Bill Waddell

PCS Press 2005

Books edited:

JIT Is Flow

Hiroyuki Hirano and Makato Furuya

PCS Press 2006

I am currently editing a book by the late Dr. Shigeo Shingo temporary titled ***The Handbook for Idea Generation – The Scientific Thinking Mechanism***

Articles published in:

Quality Digest Magazine
Solutions – IIE Magazine
Target – Association for Manufacturing Excellence (AME)
Quality World
The Journal for Quality and Participation
T + D Magazine - ASTD
Manufacturing Engineering – SME's magazine
Timely Tips for Teams – monthly
NWLean
HR.COM
Superfactory.com
And others, over 100 articles published in the last four years.

Radio – ran a management interview program in New England.

E-learning – course developed with Society of Manufacturing Engineers, and C2 Management in Stockholm Sweden.