

# Patricia Wardwell



## THE SHINGO PRIZE<sup>®</sup>

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Chief Operating Officer, GBMP  
Faculty Member, The Shingo Prize for Operational Excellence



Patricia Wardwell is the chief operating officer of Greater Boston Manufacturing Partnership (GBMP), located in Boston, Massachusetts. She has over 20 years of experience in manufacturing. Prior to joining GBMP, Ms. Wardwell was vice president of operations at United Electric Controls Company, a 1990 winner of The Shingo Prize.

Ms. Wardwell has been involved with continuous improvement efforts on the shop floor and in support areas since 1987 and has been a speaker at many regional and national conferences on related topics.

In the mid 1990's, when United Electric stepped up its emphasis on the use of the Toyota Production System, Ms. Wardwell coordinated much of the education program. In 1997, she became the manager for the company's Office of Continuous Process Improvement. In this role, she led a group of employees who were focused on training and helping operators to make improvements. She has led numerous cross-functional improvement teams in areas ranging from shipping to assembly to machining. She also led the team that successfully implemented a new, company-wide business information system, which had to support a company in transition from batch to lean manufacturing.

Ms. Wardwell was co-leader of a successful ISO9001 implementation team and is an experienced ISO lead auditor. She holds an undergraduate degree from the University

of Maine and an MBA from Bentley College. She is APICS Certified in Integrated Resource Management.

She is a co-author of the book *e2 Continuous Improvement System*. She is on the Shingo Board of Examiners, is SME/Shingo/ AME/ASQ Lean Gold certified, and is a trainer for the SME Bronze Examination preparation course. Ms. Wardwell is also past chair of SME Lean Certification Oversight and Appeals Committee, is on the AME Northeast Board of Directors, and is a member of the SME Boston Chapter Leadership Committee.

### EDUCATION

BA, University of Maine

MBA, Bentley College

### SPECIALIZATION

Hands-on Lean Training & Implementation in Various Industries

Lean Healthcare