



Lauren Lushia, MBA

*Lean Improvement Specialist, North
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Expansion Solutions*

Lauren Lushia is the newest member to join the IES Lean Six Sigma Healthcare and Government team; however, Lauren is not new to process improvement. She comes to IES with more than 11 years of Lean, Six Sigma and Operational Excellence experience.

Her career in Lean and Six Sigma began with GE in 2005 where she progressed through many roles leading teams, teaching and

applying Lean and Six Sigma. Her work included leading projects and teams within HR, parts fulfillment, finance, technology, service, manufacturing, and in call centers. After leaving GE, Lauren became part of a team as an MBB developing and implementing Six Sigma for a large financial services institution. There she taught Six Sigma Yellow, Green and Black Belt training and worked to support large projects focused on lead time and processing efficiencies. From there, Lauren transitioned to an exciting role in process improvement at Amazon.com. While there, Lauren helped leaders and associates across the world to implement a model of Lean and Six Sigma that transformed culture and worked in a highly fast-paced and transactional environment.

As a Worldwide Senior Program Manager, Lauren both created and taught programs within customer service and acted as a sensei to global teams conducting kaizen. Her work led to millions of dollars saved, improved associate engagement and improved tools/training that empowered associates at all levels to lead change.

Lauren has a degree in Finance from Stetson University and an MBA from Florida Gulf Coast University. She played golf in college and can be found most weekends playing golf with her husband, who is a professor.