

## Lourdes Menendez



**Lourdes Menendez has 18 years experience as a Plant Manager, Human Resource Manager and Consultant in a broad range of manufacturing and service industries from electroplating to healthcare and retail.**

**Lourdes is our expert in Socio-Technical Systems—the integration of technological processes with human performance. This is where, conflict resolution, facilitation, negotiation, participation and other aspects of Team Building enable Cellular Manufacturing, Process Improvement, SMED and other Lean elements. Lourdes is an enthusiastic and dynamic trainer in Five-S, Team Development, Quality, Leadership and Lean Manufacturing.**

As Plant Manager for a Texas aerospace electroplating facility, Lourdes increased productivity by 80% while reducing the workforce and improving quality. While on the staff of a large manufacturer of construction equipment, she helped the firm increase productivity 2000% and designed a bonus system that based as much as 35% of employee compensation on productivity. Lourdes was also responsible for implementing 5-S in both facilities. Lourdes has been responsible for Quality and OSHA compliance at a major adhesives plant and has translated all of their procedures and MSDS documentation into Spanish while training both English and Spanish speaking employees. In that capacity she also developed a successful program for retention of skilled Hispanic workers.

Lourdes is a former consultant for the strategy division of Hitachi consulting. As part of the Process Innovation team, she conducted strategic assessments for manufacturing firms of all sizes and assisted them in process improvement.

Lean Suppliers and the Extended Value Stream is another area of expertise. She has managed Purchasing departments and, as a consultant, helped to restructure the purchasing for a large bottling company. Lourdes has presented Extended Value Stream Mapping programs and is an expert on Lean Manufacturing Suppliers. As a manager for the supplier of gasoline tanks to Volkswagen de Mexico, Lourdes implemented 5-S, developed a production scheduling system and helped this firm adapt itself to the demanding JIT requirements of their customer.

As a Kellogg Foundation Fellow, she participated in studies of leadership issues within Latin American manufacturing and business firms.

Past consulting projects include many large and small clients in the U.S. and Mexico such as Schneider Electric, Volkswagen de Mexico, Coca Cola, Alcoa and Dean Foods. The types of projects included organizational assessment, process improvement and quality.

### **Education & Professional**

Ms. Menendez attended the University of the Americas as a Merit Scholar in Industrial Engineering and Communications and continued her education with an MBA from the University of Central Oklahoma. Lourdes is certified by the Project Management Institute and the Society for Human Resource Management. She has completed in-depth professional training in Quality Control, ISO 9000, Leadership and Lean Manufacturing.