

LORI A. KIRKLAND

EDUCATION

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

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

PROFESSIONAL EXPERIENCE

1991 - 1994 International Business Machines White Plains, New York
Program Manager – IBM Marketing Services

1979 - 1991 International Business Machines Rochester, Minnesota
Accounting Specialist, Inventory Planner, Industrial Engineer, Project Manager, Consultant

ADDITIONAL PROFESSIONAL ACTIVITIES

Baldrige Examiner/Senior Examiner/Alumni 1991-2015

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

CLIENT EXPERIENCE

St. David's Healthcare – (2010-Present) Work with senior leadership team using the Baldrige model to identify organizational improvements; develop MBNQA application, site visit preparation and support. MBNQA recipient in 2014.

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.

Lori A. Kirkland

Lori Kirkland began her career with IBM in 1979 in Rochester, Minnesota. She held numerous positions in Finance, Manufacturing, Quality, Industrial Engineering, and Information Services. Her last assignment was in White Plains, New York, where she led a Baldrige type assessment of the IBM North America Marketing and Services organization.

Lori was a member of the team that led IBM Rochester to the achievement of the Malcolm Baldrige National Quality Award in 1990. Since that time, she has spoken at many national and international conferences including the Quest for Excellence. She is often invited to address the executive leadership teams of many individual companies. As a Senior Examiner for the Malcolm Baldrige National Quality Award, Lori participated in numerous reviews and site visits. She now serves in an advisory capacity and as a technical editor for many of the feedback reports that companies receive as participants in the process.

Lori graduated Magna Cum Laude with a Bachelor of Science Degree in Accounting from Winona State University. She also has a Master's Degree in Business Administration. Lori left IBM to stay home with her young twins. She continues to work with Fortune 500 companies that are interested in using the Baldrige model for their internal quality improvement efforts. She has also successfully guided manufacturing, service, and healthcare organizations in applying for the award, working with more healthcare recipients than any other consultant in the U.S. Over the past ten years, her work and reputation have been recognized internationally, resulting in requests to work in Asia and the Middle East.