

## Alice Lee



Continuous improvement leader and coach Alice Lee is executive director, strategy and administration, and a member of the Lean Enterprise Institute's executive team. Her responsibilities include:

- Collaborating with universities and other research communities.
- Leading long-range strategic planning, administration, finance, and HR functions.
- Developing educational content in traditional and new media.
- Coaching executives in creating continuous improvement cultures.

Lee served as vice president and special assistant to the president, business transformation, at Beth Israel Deaconess Medical Center (BIDMC), a major teaching affiliate of Harvard Medical School, from December 2004 to June 2014. During that time, she approached problems holistically, collaborating with senior leaders, doctors, nurses, and staff, to design care systems that flowed at the needs of patients. The continuous improvement effort at BIDMC was the subject of an article in the Boston Business Journal.

Lee is a strategic advisor to the ThedaCare Center for Healthcare Value, the Healthcare Delivery Institute at Worcester Polytechnic Institute, and a faculty coach at the Fisher College of Business at The Ohio State University. She writes for The Lean Post, Planet Lean, the Lean Management Journal, and is a frequent speaker at national and international conferences on lean management and lean healthcare. She has taught lean management to executives and physicians at workshops in the U.S., Australia, and Egypt. Previously, Lee worked as a management consultant for Ernst & Young. She holds a bachelor's degree in Medical Laboratory Science from Northeastern University.