



Tracy O'Rourke

“The real voyage of discovery consists not in seeking new lands, but in seeing with new eyes.” – Marcel Proust

WHY I DO WHAT I DO

Two things about my work intrigue me. I love helping clients solve their culture puzzle. What is working well? What is not? What norms hold the current culture in place? How can we understand the root causes behind why the culture is the way it is? Then we work to build and create an intentional culture. When I'm working with individuals, I love the A-HA moment when they realize that this stuff works! They want to apply the concepts even more. Both of these are very rewarding to me.

- I enjoy spending time with husband and my two boys...being involved in their lives and watching them grow up.
- I like to stay active with biking, hiking, snowboarding and team sports. I enjoy traveling and seeing new places, especially visiting our country's National Parks.

Background

For 20+ years, Tracy advises companies and spearheads implementation on many aspects of cultural change, leadership development, customer experience, strategic alignment, and Lean process improvement.

Tracy is an accomplished facilitator, trainer and presenter. She has trained over 1000 people, mentored 300+ people and has helped complete 300+ projects with results that range between \$50,000 and \$8 million dollars in savings. Her facilitation expertise runs the gamut, from facilitating leadership retreats with top executives, to facilitating Process Walks, Kaizen Events and project team meetings.

She has helped organizations with their culture puzzle and helped them create and execute cultural transformation plans.

Many clients have been extremely satisfied with Tracy's expertise, collaborative approach and her ability to deliver results. Tracy is a people person with complementary data analysis skills that make her a very successful facilitator and advisor.

Tracy is an instructor at UC San Diego. She teaches the Lean Six Sigma Green Belt and the Lean Six Sigma Leader Course. She is also involved with planning and hosting the Process Palooza Competition at UC San Diego each year.

Experience

Some organizations that Tracy has helped include: Kitchens For Good, Feeding San Diego, San Diego Zoo & Safari Park, UCSD Health, Callaway Golf, Charles Schwab, GoLeanSixSigma.com, LPL Financial, Apple, Solar Turbines, Yum! Brand Foods, Cisco Systems, Motorola, Sears & Roebuck, Shea Homes, Trustmark Insurance, DC Shoes, Oregon State Government, LA County Registrar Recorder County Clerk, the City of SeaTac, The Department of Veteran's Affairs, The Department of Ecology and various King County agencies including, Records & Licensing, Financial Business Operations Division, Facilities Management Risk Management, Office of Labor Relations, and the Department of Executive Services. Tracy is also active in higher education. She teaches at: UC San Diego, UC Santa Barbara, & San Diego State University.

Education and Professional Development

- MBA with emphasis in Leadership and Managing Organizational Change from the Graziadio School of Business at Pepperdine University
- BA in English Literature from San Francisco State University
- Certified Master Black Belt Certification – Pivotal Resources
- UCSD Instructor – Lean Six Sigma Courses
- SDSU Instructor – Lean Enterprise
- Certified Black Belt – GE Appliances
5 Behaviors of a Cohesive Team – Accredited Facilitator
- Certified Green Belt Instructor – Motorola University
- The Leadership Challenge (TLC) Workshop for Leadership Development
- Lean Enterprise Institute (LEI) Workshop – Leader Standard Work, Visual Management
- Lean Enterprise Certificate – San Diego State University