

# TOM TEREZ

NextLevelWorkplace.com

Tom Terez was a principal architect of the Lean Six Sigma initiative in state government in Ohio. He served on the founding team that began the initiative in 2011, and he led the LeanOhio Office in 2015.

Tom developed **lean.ohio.gov**, which is widely regarded as the nation's most comprehensive public-sector Lean website. He built an online process-improvement **scorecard** that is used throughout state government to capture the results of Lean Six Sigma improvement efforts. To strengthen learning and shared mission among state government's 700+ Lean-trained employees, he established an online **LeanOhio community**, regular communications, and meaningful quarterly gatherings. Since 2011, state government and its citizen customers have benefited from more than 60 Kaizen events – and from countless other improvements powered by Lean Six Sigma know-how.

Tom has written a variety of popular resources, including the **Project Starter Kit**, the **Kaizen Event Facilitation Guide**, the **Kaizen Event Survival Guide**, and others. These download-ready resources have gone a long way toward spreading best practices throughout state government.

During his time leading the LeanOhio Office, Tom and the team took their operation from good to great. They refined key internal **processes**, enriched their team **meetings**, implemented a **portfolio** approach to strengthen service to agencies, established a **pipeline** approach and visual management to manage upcoming work, and co-created a **plan** with measurable goals for the next 12 months.

In addition to his work with state government in Ohio, Tom has led **projects and presentations** for more than 100 organizations, with a practical focus on what works. About half of these have been with **public-sector entities**, including federal agencies (SSA, FBI, Border Patrol, IRS, HHS, DOE, ACF, and others), 14 state governments (NY, CA, GA, AK, WA, SC, etc.), counties (including York, Orange CA, Pinellas FL, and Coconino AZ), and cities (including Charlotte and Aspen). Other projects have been with **private-sector companies** (Boeing, Providence Health System, Fidelity, LensCrafters, Nationwide, Jacobs Technology, and many others), **international organizations** (such as the Jamaica Office of Utilities Regulation, Bluewater Health of Ontario, and ADRA Mongolia), and an alphabet soup of **associations** (SHRM, ASQ, HRD Forum, etc.).

Early on, Tom was one of the first people doing serious **research on employee engagement**. He went to the source, interviewing hundreds of people from all walks of life. This led to his **book** (22 Keys to Creating a Meaningful Workplace), his early **Web presence** beginning in 1999, and the launch of his **company** (NextLevelWorkplace.com) in 2001. Since then, Tom has written hundreds of **articles** on engagement, improvement, change, teamwork, and potential. He has also developed a wide range of **assessment tools**, including the 5-Minute Assessment series, the 22 Keys Workplace Assessment, the "Leadership & You" series, and the Trust Builder Discovery Series.

Tom has an MBA from Duke University and a bachelor's degree in communications from Northwestern University. He lives in Columbus, Ohio, with his wife and one daughter – the oldest daughter is away at college. For calm, he plays the piano. For more calm, he runs trails. For kicks, he plays a vintage Hohner accordion – it's a longstanding family tradition. But he'll kindly stop playing when people ask him to stop, which is often. Because there's nothing subtle about an old-school accordion.

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