

Utilizing "Kaizen" in Schools

Introduction to Kaizen. The Japanese philosophy of continuous quality improvement called "Kaizen," which the Japanese apply to many areas of their personal life and all areas of business. Kaizen is the idea that one does not need to wait for something to be broken in order to fix it. Rather, one should always look for opportunities to improve upon current processes, making things incrementally better as time passes. This drive for continuous improvement should apply to our educational system; we need to constantly be striving to make things better, reevaluating how we do things, looking at the results we are achieving, and taking steps to improve things incrementally.

Crissy Nussbaum, Human Resources, The Bolles School

Crissy Nussbaum is a Florida native who prefers the mountains and the snow! She studied at Florida State University and the University of North Florida, where she earned degrees in Psychology and Criminal Justice. She continued her academic pursuits at the University of Tokyo in International Affairs. She is certified in the following areas: Kaizen, Black Belt in Six Sigma and Applied Project Management. Most recently, Nussbaum earned her Senior Certified Professional in Human Resources (SHRM-SCP).

Nussbaum spent 14 years of her career working for one of the oldest and largest logistics companies in the world. Due to the company's global job rotation practices, she held multiple leadership positions in a wide variety of disciplines including human resources, marketing, Kaizen instruction, contract logistics and served as a member of executive leadership. During her five years as the Director of contract logistics, Nussbaum had full responsibility of the P&L, which grew from \$33 million to \$77 million under her leadership.

She and her team won multiple awards for growth and innovation and was acknowledged as the most profitable business unit within the company's Transportation Division for four of the five years Nussbaum held the position. She attributes those successes to having a great team built on trust and to Kaizen. Nussbaum left the global logistics world in 2016 to spend more time with her family. She currently is an independent consultant on supply chain solutions and works part-time for The Bolles School in its Human Resources department. Nussbaum lives in Jacksonville with her husband and two children.

Additional Information

Participants will earn 1 CPE credit.

Field of Study: Personnel/Human Resources

Prerequisites: Basic knowledge of independent school finances

Advanced Preparation: None

Program Level: Update

Delivery Method: Group Live