

C. Jane Norman

C. Jane Norman (President of Profound Knowledge Partners, Inc.) is an internationally recognized consultant on leadership and improvement who has been an executive at Caterpillar, Inc., ConAgra Inc., Conrad Company and OCHIN while focusing on integrating improvement into the business strategy while creating a learning organization. With over 30 years of experience, she has consulted, coached executives, developed future leaders and improvement professionals in manufacturing, food, distribution, technology, software and health care in twelve countries. She is the co-owner of both Austin API, Inc. and Profound Knowledge Partners, Inc. collaborating to develop strategic intelligence for leadership, system thinking, personality intelligence, variation and improvement workshops and virtual learning environments which support clients and their leadership and improvement teams. She is the creator of the Accelerated Model for Improvement (Ami™) methods, developed from the API Model for Improvement. Ami™ workshop & materials are used worldwide to define and complete improvement projects within 100 days. She is a Certified Quality Engineer (CQE) with a BA in Natural Science from St. Ambrose University in Davenport, Iowa and a MBA from Rollins College in Winter Park, Florida.

Born in Salem, Oregon, Jane grew up in the Midwest as the daughter of teachers/administrators, attending schools in Missouri, Kentucky, Iowa and Florida. She has been a chapter officer for the American Society for Quality and was certified as a Quality Engineer (CQE). She was also an advisor in Junior Achievement. Married to her husband, Cliff, they have five daughters and several grandchildren. They currently reside near Austin, Texas. She is a member of New England Women and Daughters of the American Revolution. Her hobbies are the study of US & World history, genealogy, performing music, and her grandchildren. Jane is a co-author of the book, *Transforming Health Care Leadership: A Systems Guide to Improve Patient Care, Decrease Costs and Improve Population Health* and a contributor to both editions of *The Improvement Guide* by Langley, Moen, Nolan, Nolan, Norman & Provost.

