

Personal

An Vos

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Marital status: married, no children



Profile

- An is a **Process Improvement Expert** using the Lean and Six Sigma (Operational Excellence = OpEx) methodologies. As certified Six Sigma Black Belt, she has solved complex business issues through respectful and solid teamwork. An is a solution finder/stimulator and a result-oriented **Project Manager (PM)**.
- Given the high level of change in her projects, An is also a proficient and certified **ADKAR Change Manager**, always finding the balance between empathy and vigour.
- She is fluent in Dutch, French and English and has good professional proficiency in German and basic knowledge of Spanish.

Education

- Master Industrial Sciences (Ing.) Chemistry, Biochemistry & Biotechnology Hogeschool Gent ('97)
Thesis: INNO-LIA RA at Innogenetics NV – Gent ('96-'97)
- Green Belt Project: Reducing lead time in histopathology laboratory Erasmus Medical Center R'dam
- Black Belt Project: Standardization of precious liquids processes in clinical laboratory Groupe Jolimont

Job Experiences

2013-current **Sr. Lean Consultant – Certified Six Sigma Black Belt – ADKAR Change Manager – PM**

- Business Manager **ValConEx BV**
- As **Process Improvement Expert and Project Manager**, execution of LEAN & Six Sigma (OpEx) assessments & implementations (Kaizen, ...) in different (healthcare) organisations to identify & optimize operational performance and improve the business financially, linked with the organisations' strategy
- Certified ADKAR Change Manager**
- LEAN tools and techniques: Value Stream Mapping, Visual Management, Kanban, FIFO, Operator Analysis, Process Activity Mapping, Sequence-Eliminate-Combine-Simplify, Failure Mode and Effects Analysis (FMEA), Error Proofing, Key Performance Indicators & LEAN design
- Trainer: LEAN & Six Sigma concepts & tools, change management, continuous improvement
- Value proposition development** & implementation with (healthcare) suppliers

**2009 – '13 Ortho Clinical Diagnostics N.V. – Beerse (Johnson & Johnson)
Sr. LEAN Consultant EMEA, Certified Six Sigma Green Belt ValuMetrix Services**

- Execution of process improvement implementation projects – Lean based – in healthcare organisations mostly hospitals and blood banks
- Execution LEAN assessments in healthcare organisations to identify opportunities for process improvement and financial business optimization, linked with organisations' strategy and challenges
- Provide leadership to internal Country Lean Specialists & Sales teams in EMEA
- Sales of assessments and implementation projects in healthcare organisations
- Training healthcare: LEAN concepts & tools, change management, continuous improvement

**2001-'08 Ortho Clinical Diagnostics N.V. – Beerse (Johnson & Johnson)
Product Support Specialist Benelux, Product Coordinator VQAT + Vitros ECi,
LEAN Country Specialist – Midas Winner 2007 (OCD EMEA)**

- Coordination & installation Vitros® 350/950/5.1FS/ECiQ & Quality Assurance Tool – BNL & Int'l
- Technical & chemical support/troubleshooting in close cooperation with the European Support Center (ESC) in Strasbourg and Laboratory Information System (LIS) providers
- Technical and chemical consulting in Vitros®, Quality Control and GLP
- Development & execution product trainings for customers & within Johnson & Johnson – BNL & Int'l
- Development & execution in- & external product presentations & demonstrations (JIB, IFCC,...)
- Very close cooperation with customers, technical service, sales, customer care and marketing

**1997-2001 Innogenetics N.V. – Zwijnaarde/Gent
Product Project Manager of INNO-LIA RA, Research Scientist**

- Laboratory planning and testing
Techniques:
SDS – PAGE, Western blotting, ELISA, electro – elution of proteins from gel, measurement of protein concentration, Line Immuno Assay (LIA)
- Statistical analysis of results (ROC-curve, correlations, curve fitting)
- Training new hired employees
- Development IVD: product definition, practical work and reporting
- Project team leader & Project planning (achieving milestones)
- Coordination product development within RA, marketing, registration, business development,...

Project experience

Since 2009 Sr. LEAN Consultant – Certified SixSigma Black Belt – Change Manager – Project Manager

Health Care GZA, CHU Liège, DRK Heidelberg Germany, ICHH Canary Islands, CH de la côte Basque France, EMC Rotterdam, SS Regionale Emilia Romagna Italy, Janssen-Cilag, AZ Turnhout, AZ St. Jan Brugge-Oostende, AZ Delta Roeselare, AZ Maastricht, Groupe Jolimont, Pathan Rotterdam, LabPon Hengelo, GHDC Charleroi, Laboratoires Olivier, Laboratoires Réunis Luxembourg, CH de Brive-La-Gaillarde France, ASL Oristano Sardegna, OLVG Amsterdam, LBS Brussel, Streeklab Haarlem, CHUV Lausanne Switzerland, Bioesterel Mouans-Sartoux France, PAL Dordrecht, ZTB Berlin

Manufacturing / Production CTS La Chaux-De-Fonds, DRK Lütjensee, Scandinavian Tobacco Group-Lummen

Medical Devices & Diagnostics Sakura, OCD EMEA, DiaSorin Europe&Israël, Johnson&Johnson Benelux and EMEA

Areas of expertise

- Clinical Chemistry, Histopathology, Microbiology, Cell therapy & Cell diagnostics, HLA typing,
- Policlinics
- Blood bank: blood production, donor screening & pre-transfusion diagnostics
- Nursing wards
- Operating room (OR)
- Orthopaedics
- Cathlab
- Cigar Production

Training

- Shingo "Discover Excellence" workshop The Manufacturing Institute (UK)
- AutoCAD 2D Basic ECT (B)
- Matrix of Leadership Carl Van de Velde Training Institute (B)
- Giving inspiring speeches Carl Van de Velde Training Institute (B)
- Master In Results Carl Van de Velde Training Institute (B)
- Certified Six Sigma Black Belt Johnson & Johnson (US)
- Certified Six Sigma Green Belt Johnson & Johnson (US)
- Crucial Conversations Procom (B)
- Professional Selling Skills Achieve Global (B)
- Train The Trainer FS Training & Consulting (B)
- Network Fundamentals European Support Centre (Fr)
- LEAN Training Johnson & Johnson (Fr)
- Safe Working and Practice (SWAP) OCD (B)
- Spanish Waystage A+B (3rd year) CVO Edukempen (B)
- PROSCI Change management practitioner (ADKAR)USG Professionals (B)

Experience as Trainer/Guest speaker

- In-company Lean & Six Sigma **trainer**: OCD EMEA, Sakura, Erasmus Medical Center Rotterdam, CHU Liège, DRK/Red Cross Germany, GZA, Janssen-Cilag Germany & Italy, Servizio Sanitario Regionale Emilia Romagna (Pievesestina, IT), Centre Hospitalier de la côte Basque (Bayonne, FR), DiaSorin Benelux (Brussels, BE), CH Jolimont (Haine St. Paul, BE), Depuy-Synthes EMEA, Cerba HealthCare (FR),
- **Guest speaker**: SDA Bocconi School of Management (Milan, IT), OCD User Meeting (Lausanne, CH), Société Québécoise de Biologie Clinique (Quebec, CAN),...

Languages

- Dutch Mother tongue
- French Sound knowledge, excellent spoken and written
- English Sound knowledge, excellent spoken and written
- German Good professional proficiency
- Spanish Basic knowledge

IT-skills

Excel & Analyse-it, Word, PowerPoint, Visio, MiniTab, AutoCAD 2D Basic

Hobbies

Cycling, walking, enjoying and cooking good food (with friends), travelling