



## Renée Stern

**Textron Six Sigma Master Black Belt  
Continuous Improvement Manager  
E-Z-GO - Augusta, GA**

Renée Stern is the TSS Master Black Belt at E-Z-GO. In her current position, she leads the team of Black Belts who support all of the primary Value Streams and functional support areas of the organization on process and product improvements. She also instructs Green Belt Training and supports E-Z-GO's Lean Deployment across the organization. She served as a team lead on numerous projects yielding significant improvements in earnings, quality, process flow and employee engagement.

Before Textron Six Sigma, Renée held various management positions at E-Z-GO among them, leading the Value Pricing initiative, Director of Financial Planning & Analysis for Golf and Turf, and E-Z-GO's Strategic Planning manager.

Renée earned a Masters in Business Administration from Salve Regina University and a Bachelor's Degree from the University of Rhode Island. She is a certified TSS Master Black Belt and has successfully completed Textron's Executive Leadership Program (Thunderbird) and Shingo 101 – Shingo Approach to Operational Excellence (Utah State).

### DIMENSION 3 OF THE SHINGO MODEL:

## Enterprise Alignment

Learn how E-Z-GO utilized lean methodology to drive their business from a dungeon state to become the first recipient of the Shingo Prize Enterprise Award.

For E-Z-GO, lean is over 70% leadership and less than 10% tool usage. The company has been able to align top level business objectives to drive improvement right down to the shop floor and throughout its organization using metrics that everyone understands and owns for continuous improvement.

The turning point was the realization that cultures, mindsets and behaviors are the key to bringing the employees into the mix.

Empowering and trusting employees to make changes to improve the business provided the foundation for accelerating lean.