



Darlene Dumont, DBA

Public Service Program Director

Dr. Darlene Dumont is currently the Public Service Program Director at LEI. She brings with her over 29 years of diverse business experience with demonstrated results in organizational transformation, executive coaching, systems-thinking, scientific problem-solving, strategy deployment, consulting, curriculum design for universities and organizations, project management, and organizational design. She has worked in a variety of industries to include government, healthcare, aerospace, nuclear, insurance, academia, and the Dept. of Defense. She is a retired officer of the Air Force/Air National Guard and, prior to becoming a lean practitioner, was an accountant for 11 years. Darlene began her lean journey while working in the aerospace industry in 2000 and has since applied that knowledge to hundreds of processes in several industries and organizations. In 2012, she completed her Doctorate of Business Administration (DBA) while working in healthcare. Her action-research combined a variety of models and concepts to compliment lean thinking and practice and resulted in a methodology called "Relationship-Centered Lean™." The approach empowered and engaged multi-disciplinary staff throughout the entire hospital and resulted in a 40% reduction in patient falls. She is currently working with a variety of federal and state agencies to help spread lean thinking and practice and create a problem-solving culture.