



**Caldwell Butler
& Associates**



Mark Viau

Lean-Six Sigma Black Belt

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Mark Viau

Mark Viau is an expert in hospital operations and brings 30+ years of experience in applying Lean methods to healthcare processes to ensure leaner operations in a wide array of healthcare settings. Mark understands the practical application of Lean-Six Sigma methods for eliminating waste, improving patient flow, reducing medical errors, cutting cycle time, and eliminating other forms of waste. By improving the quality and design of work processes, Mark has assisted his client's in achieving millions of dollars in tangible cost recovery. In addition, Mark brings experience in the application of Caldwell Butler & Associates proprietary methods for increasing accountability, reducing barriers to change and achieving speed of implementation. These include the application of the 100-Day Workout, Rapid Cycle Testing, and In-Quality Staffing.

Prior to joining Caldwell Butler & Associates, he worked with Boca Raton Community Hospital where he became an expert in Lean-Six Sigma methods. Mark has worked with several departments inside the hospital setting, co-authored publications on applying Six Sigma concepts to healthcare and served as speaker in national conferences discussing lean concepts. He now uses these experiences in his role as Managing Principal at Caldwell Butler & Associates to bring clients more efficient operations.

- Removing waste from organizations
- Increasing patient flow
- Clinical expertise in imaging and ancillary procedures
- Redesign processes to achieve greater efficiency
- Implement technology for leaner operations
- Integrating Lean methods into new hospital construction
- Experienced healthcare professional
- Certified Six Sigma Black Belt

Experienced quality professional

Mark Viau received his Baccalaureate from Barry University. He is a certified Lean-Six Sigma Black Belt who holds a Lean Manufacturing Certificate from the University of Michigan. Mr. Viau is a certified Radiology Administrator and a member of the Association of Medical Imaging Management.