



William (Bill) Owad
Senior Vice President, Operational Excellence
Cardinal Health

High-Level Subject Matter Expertise:

Lean Enterprise, Operational Excellence, Lean Six Sigma, Baldrige National Quality Award

Media Availability:

Phone Interviews and Briefings

Contact Corey Kerr at 614-757-3383 or corey.kerr@CardinalHealth.com with expert source inquiries

**Potential Story
Angles/Ideas:**

- Deploying Lean Six Sigma initiatives
- Development and implementation of an enterprise approach to operational excellence
- Pursuing 'lean' enterprise
- Quality systems and customer loyalty
- Maximizing customer value while minimizing waste

Bill Owad, senior vice president of Operational Excellence specializes in the strategies and tools that support the pursuit of a lean enterprise. Working with a team of nearly 150 Operational Excellence staff members and coaches across Cardinal Health, Owad is responsible for developing and implementing an enterprise approach to Operational Excellence at Cardinal Health, ultimately improving the value delivered to the company's customers.

In addition to his role as senior vice president, Owad also supports the extension of Operational Excellence external to Cardinal Health as the executive sponsor for the company's relationships with the Lean Enterprise Institute (LEI) Partner Program, the Healthcare Value Network, The Ohio State University Fisher College Center for Operational Excellence and the Conference Board Quality Council. During his tenure, Owad has held several positions within Operational Excellence and has served as the primary architect of the company's enterprise-wide deployment of Operational Excellence, which, over eight years, yielded significant improvements in customer loyalty, employee engagement, operational performance and working capital utilization.

Prior to joining Cardinal Health, Owad held several operations and administrative roles that have used the tools of Lean Six Sigma to transform health care provider organizations, supply chain and medical supply companies. These roles include corporate director of quality for ProMedica Health System, executive director for Cordelia Martin Health Center and several adjunct faculty positions with the College of Pharmacy at the University of Toledo and other nationally recognized programs.

Owad is also active in the community, serving in the past as board chair for the Central Ohio American Red Cross BioMedical Services, board chair for Cordelia Martin Health Center, senior examiner for the Malcolm Baldrige National Quality Program, and examiner / team leader for the Ohio Award for Excellence. Currently, Owad serves as a board member for the Partnership for Excellence, Mid-Ohio Foodbank, and the ASHP Research and Education Foundation.

Owad received his bachelor's degree in Pharmaceutical Sciences and his Master's of Business Administration from the University of Toledo. His post-graduate work includes the achievement of Fellow status with the American College of Healthcare Executives, multiple Lean Six Sigma certifications and continued development as a Lean leader through his work with Cardinal Health and LEI. Owad has also authored several publications and presentations on quality systems and customer loyalty.