



## **KIRSTEN LEMKE**

Kirsten Lemke is the Chief Operating Officer of MetaJure, Inc.

Prior to joining MetaJure, Kirsten was the Vice President of Shared Services for Starbucks Coffee Company. Kirsten was responsible for integrating and re-engineering three separate corporate functions into a single, cohesive shared services organization dedicated to delivering services to over 100,000 employees. This re-engineering effort resulted in a significant increase in customer service levels, a 40% increase in quality levels, and a 20% improvement in overall operating costs. Specific areas of focus included:

- Establishing a short- and long-term vision and common objectives
- Mapping and redesigning processes to meet business needs and reduce costs
- Identifying and implementing appropriate outsourced solutions
- Developing service level agreements tied to measurable performance metrics
- Implementing the tools and technologies that enabled the integration of processes
- Providing ongoing communication, training and change management support

Before leading the Starbucks Shared Services organization, Kirsten was the Director of Starbucks Operations and Profit Improvement organization responsible for identifying, implementing and auditing cross-functional enterprise projects that resulted in average annual improvements to profitability of approximately \$20 million.

Kirsten's experience and skills in process re-engineering and operations improvement were developed while working at Deloitte Consulting as a management consultant. While at Deloitte Consulting, Kirsten was responsible for managing a wide variety of complex client/consulting teams focused on activities that included business process improvement/re-engineering (BPI/BPR), enterprise resource planning (ERP) system selection and implementation, and competitive assessment and benchmarking.

Kirsten received her BS in electrical engineering and MBA from the University of Washington.