

Mitch Baker, MBA
Lean Six Sigma Black Belt

Mitch Baker is the Associate Director for Customer Experience at the VA Health Resource Center (HRC) and has over 20 years experience in continuous process improvement. Mitch received his Bachelor's Degree in Business Administration from Washburn University in 1995 and his Master's Degree in Business Administration (MBA) from Baker College in 2005.

Mitch completed the Lean Six Sigma (LSS) Yellow Belt, Green Belt and Black Belt courses through Washburn University and has been involved in several LSS projects and is currently championing the implementation of Lean Six Sigma at HRC.