

Contact Information:
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Professional History

Qualification Brief:

- Top results-driven **Lean Six Sigma (LSS) expert** with extensive experience in Facilitation; Group problem solving, Mentoring and Customer Satisfaction issues. As a leading educator, managed successful TQM training service /practice in metro Phoenix, AZ for over 10 years.
- As Management Coach, with Fortune 100 organizations, garnered effective training, development, and project management accomplishment through LSS methodologies.
- As an internal Business Consultant, gained success in facilitating change to support organizational operating, financial, engineering, fulfillment, and quality objectives.
- Earned Master's in HR Development with thesis re Adult Learning Characteristics.

Areas of Expertise:

Customer relations/ Client Development	Executive Mentoring
Team Building/ Staff Training/ Development	Business Systems Implementation
Business Process Improvement	Strategic Planning/ Hoshin Planning
Benchmarking	Key Performance Metrics/ Measures
Change Acceleration Process (CAP)	Corporate Communications (Newsletters)

Accomplishments:

- Developed the evolutionary '**S.Q.S.**'^(sm) improvement approach integrating **Six Sigma** ideas into a '**Lean Linking**'^(sm) mentality. (Focus on Safety, Quality, and Speed.)
- Developed complete participant and instructor materials, forms and processes - incorporating Adult Learning applications; business examples and small-group exercises.
- Launched www.freeleansite.com in 2009 to accompany said methodology above.
- Developed/ conducted effective meeting and *Train-the-Trainer* workshops.
- Designed innovative **Lean/ Six Sigma** Marketing materials/ presentations.
- Speaker, 2001 ISSSP international conference. Subject, "*DMAIC & the Teachable Hour.*"
- Earned the coveted *C.E.O. Quality Award (Six Sigma applications)*, Motorola Inc

- **References available.**

Employment Summary:

2007-2008 Orbital Sciences Corp., Chandler, AZ
Adv Mfg Engineering Manager – Lean Enterprise Site Lead/ Facilitator

- With division staff, led cultural change for greater value through Lean practices
- Coached executives on Mentoring/ Champion roles, responsibilities
- Trained Leaders; Managers on Continual Improvement / Change Acceleration Process
- Managed Corporate Communication for improvements (Webpage); Leadership Workshops

(Drove efficiency by developing new, standardized processes and procedures. Worked with managers to implement new processes...)

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Training and Development experience within the Continual Improvement field...

2004-2006 Flowserve Corp, Corporate Master Black Belt (Project Manager)

- With division and corporate staff, led cultural change for greater value through efficiencies and cost reductions – "safer, better faster" campaign
- Coached executives on Mentoring/ Champion roles, responsibilities
- Managed Corporate Communication for improvement efforts (Webpage)
- Produced, Directed Leadership Workshops/ Best Practice Sharing

(Working within a very fast-paced environment, routinely managed multiple projects and daily tactical issues at the team level to achieve deliverables and address potential delays.)

2000-2003 General Electric Operation Services, ACFC - Six Sigma Master Black Belt

Customer (Clients) included:

- Huntsman Chemical Corp.
- Rogers Corp.
- ABB (US and Europe)
- Lithonia Lighting, division of National Service Industries

(Regularly met with direct reports to provide coaching, development, address performance gaps, assign projects, adjust priorities as needed, and develop team rapport.)

1998-2000 Honeywell International, Six Sigma Black Belt - Strategic Sourcing group

Supply Partner (Clients) included:

- Kulite Semiconductor Products, Inc.
- Precipart Corporation
- Apex Manufacturing

(Clearly and professionally communicated training strategy, identified gaps, and conveyed resolutions when working with the various business leaders and partners.)

1987-1998 Team Training Technologies Inc, Managing Partner/ Director of Development

{Phoenix-area} Clients included:

- Motorola, Inc. / Motorola University
- McDonnell Douglas Helicopter Co. (Boeing), Intel Corp.
- American Express; AT&T; Doubletree Hotels (Corp.)
- University of Phoenix; Arizona State University

(Monitored team to insure application practices associated with ISD, facilitation, and Adult Learning theories to support and implement effective training solutions for business and industry.

Developed relationships with business leaders, managers, and Learning Solution Managers to understand needs, goals, and strategy and align training. Assigned resources, and managed projects to insure deliverables were developed and delivered to meet agreed upon deliverables and timeframes...)