

PROFILE

Internationally recognized quality / productivity expert and senior management team member who skillfully and creatively designs and implements customer focused service and process initiatives that significantly improve measurable customer experience and productivity. Proven track record of developing leaders, growing businesses and driving profitability and shareholder value. An extremely effective project leader, presenter and communicator to all levels of management from staff to the Board Room. Background and demonstrated accomplishments include:

- High-energy senior level executive, effective in Fortune 500 companies operating in both international and domestic service settings.
- Acknowledged quality and productivity expert, saving companies 100s of millions of dollars.
- Ability to quickly access, plan and execute strategies and projects that significantly improve profit.
- Skilled at measuring / reengineering the customer experience, satisfaction and loyalty to drive top line sales and revenue.
- Effectively led multi-million dollar projects, employing statistical hard skills and change management soft skills.
- Excellent trainer, coach and advisor to managers and senior level executives to drive and integrate quality, productivity and customer experience skills into daily management practices.

PROFESSIONAL EXPERIENCE

STAT-A-MATRIX, INC, Edison, New Jersey
\$20 million sales management consulting firm.

2002 to 2006

V.P. Performance Excellence

- Member of the top management team responsible for management consulting including Six Sigma, Lean, Leadership Development and Culture Change Practices.
- Manage 11 full time Master Blackbelts and 20 part time consultants that earn half the company profit.
- Key clients include Allstate, Coke, Corning, Continental Tevis, First Union, Bell South, 3CI, Intuit, Grace Kennedy and Bearing Point.

SEARS, ROEBUCK AND COMPANY, Chicago Illinois

2001-2002

\$40 billion retail sales company with over 3,000 stores and 350,000 employees in North America.

Director, Quality and Reengineering

Reporting to the President of Customer Care, responsible for leading the creation of an organization-wide process improvement and customer experience vision / strategy initiative, managing a staff of 50 and a \$10 MM budget. Key accomplishments included:

- Implemented an organization-wide program to measure customer loyalty, productivity, sales, defects, cost, and customer dissatisfaction: a complete balance scorecard to manage the business.
- Put into practice five major reengineering projects changing the business focus and processes to reduce costs by \$15 MM and increase revenue by \$10 MM.
- Implemented 14 Six Sigma projects, in diverse businesses to drive down defects by 75% and improve profitability by \$10 MM.
- Educated top management on how to implement and sustain the Six Sigma process.

AMERICAN EXPRESS COMPANY, New York, New York

1997-2001

\$20 billion sales credit card, travel and financial services company with 180,000 people in over 2000 offices worldwide.

V.P. Quality Strategy

- Designed and implemented the Six Sigma quality management process for company worldwide.

- Developed / delivered Executive, Champion, Blackbelt, Master Blackbelt and Greenbelt training for 5,000 people.
- Achieved \$10 MM first year, \$50 MM second year and almost \$150 MM third year financial gain through a 60% cost reduction and 40% revenue growth.
- Developed and implemented an organizational assessment and change management process that accelerated project results by months.
- In two years, went from zero to over one million cross sold services in teleservice operations through focused, relevant and innovative new product development.
- Customer satisfaction averaged a 10% lift annually over three years by reengineering the customer experience.
- Personally trained and coached Harvey Golub, Chairman; Ken Chenault, President; and the senior leadership team.

JURAN INSTITUTE, Wilton, Connecticut

1992-1997

Medium sized, \$40 million sales, management consulting firm.

V.P. Service Industry Consulting

- Conceived and implemented a service industry management consulting practice which included selling, delivering, training, and research with a staff of five. Achieved Greenbelt, Blackbelt and Master Blackbelt certification.
- Grew business from conception to a \$3 MM practice in two years, with a steady state of \$5 MM annual revenue with clients like GE Capital, FedEx, ING Bank, J. P. Morgan Chase, Mayo Clinic, KLM Airlines, Budget Car Rental, U.S. Customs, Aetna and Prudential Insurance.

BANK ONE CORPORATION, Columbus Ohio

1985-1992

\$150 billion asset commercial bank with 50,000 employees in 15 states.

V.P. Chief Quality Officer

- Developed and implemented a Total Quality Management process for the entire organization, which included customer satisfaction measurement, reengineering that, achieved \$25 MM annual savings and a 75% decrease in defects through creative and resourceful process improvement.
- Planned, developed, and implemented centralized call centers throughout the company and directed operations of 70 branches (1,000 people) that increased revenue 15% annually and customer satisfaction 8% annually through enthusiastic, goal-oriented service delivery.

PRIOR RELEVANT EXPERIENCE

BANK OF AMERICA, Chicago Illinois **1972-1977; 1979-1985**

V.P. General Manager-Services

CITIZENS NATIONAL BANK, Downers Grove Illinois, **1977-1979**

V. P. Lending and Human Resources

UNITED STATES NAVY, 1974 - 1996

NAVY RESERVE

Captain, Surface Warfare and Engineering, Honorably Discharged

EDUCATION

DEPAUL UNIVERSITY

Master of Business Administration, 1974

Concentration in Finance and Systems (Graduated with High Honor)

LEWIS UNIVERSITY

Bachelor of Business Administration, 1972

Majors in Personnel Management and Accounting (Graduated with Highest Honor)

PROFESSIONAL ASSOCIATIONS

- Chairman, International Cooperation Committee, American Society for Quality
- President, Asia Pacific Quality Organization
- Academician, International Academy of Quality
- Fellow, American Society for Quality
- Honorary member, Philippine Society for Quality
- Honorary member, Argentina Institute of Quality
- Editorial Review Board, European Quality Magazine
- Editorial Advising Board, Journal of Organizational Excellence
- Founder and First Secretary General of the World Quality Council
- Former Senior Examiner and Board Member of the Malcolm Baldrige National Quality Award for National Institute of Science and Technology
- Former President (COO) and Chairman (CEO), American Society for Quality (\$35 MM Not For Profit)
- Former Panel Member, National Science Foundation Quality Research Review Panel (select and review \$10 million dollars of research projects annually)
- Former Board Member, American Quality Foundation (raise and allocate \$5 MM annually for quality research)
- Former Editorial Advisory Board Member, Productivity Views Digest

TEACHING EXPERIENCE

UNIVERSITY OF WISCONSIN, Madison, Wisconsin **1980-1988**

Bank Administration Institute, Professional Bankers School

Instructor (Part Time)

- Taught Bank Operations and Auditing and Customer Service

LOYOLA UNIVERSITY, Chicago, Illinois **1982-1984**

Adjunct Professor (Part Time)

- Taught undergraduate courses in the Communications Department including Business Communications, Teamwork and Continuous Improvement, Basic Computer Systems and Operation.

DEPAUL UNIVERSITY, Chicago, Illinois **1979-1985**

Adjunct Professor (Part Time)

- Taught undergraduate and graduate courses in the Management Department including Principles of Management, Money and Banking, Human Resource Management, Financial Management, Quality and Productivity Management, Strategic Planning, Business Planning and Operations.

COLLEGE OF DUPAGE, Lombard, Illinois

Instructor (Part Time)

- Taught undergraduate courses in Principles of Management and Principles of Personnel Management

PUBLICATIONS

- Juran's Quality Management Handbook, New York, NY; McGraw-Hill, 1998 (Chapter-Financial Services Industries)
- Management by Participation: Involving People in Quality and Productivity, Englewood Cliffs, NJ, Prentice-Hall, 1988
- Quality Management in Financial Services, Chicago, IL; Hitchcock Publishing, 1985
- Over 100 published articles and presented papers