



Professional Resume

Jeff Cole

Summary of Qualifications

Mr. Cole has 20 years of experience providing front-line and executive-level leadership and over 8 years delivering consulting and training services to organizations across multiple industries. He is an expert in designing and implementing process improvement initiatives. His specialties include lean, six sigma, process redesign, Baldrige assessments, customer and employee surveys, customer service, organizational change, and professional development. Jeff has helped executive to work-group level teams in organizations including telecoms, optical fiber manufacturers, marketing research firms, heavy equipment manufacturers, aerospace, government agencies, management consulting firms, electronics manufacturers, retail and hospitality companies, healthcare supply management companies, hospitals, food producers, and high-tech firms.

Areas of Expertise

- Lean Six Sigma
- Organizational Change
- Customer Loyalty
- Baldrige
- Professional Development & Training

Professional Experience

- Led a large, multi-year software development project, implementing methods allowing it to come in \$20M under budget, with a quality level significantly above industry standard. Those efforts received national recognition by Tom Peters in "On Achieving Excellence".
- Led the effort to bring Six Sigma into a global Fortune 500 company resulting in a 6-month break-even and a 4x ROI in the first year.
- Lead and coached lean and six sigma projects totaling over \$50M in bottom-line improvements. Typical example - one company reduced costs of a \$1.2M process by 40%, cycle-time by 25% and increased process engagement to 100%
- Trained and coached projects for over 3500 people in Lean Six Sigma. Senior trainer and MBB consultant for Motorola University.
- Designed and implemented processes allowing tracking and management of actions to improve Customer and Employee loyalty, leading to a dramatic global turnaround on key scorecard metrics.
- Created a quality institute to support development needs of several hundred quality professionals and a world-wide six sigma community for a Fortune 500 company.
- Performed numerous Baldrige-based assessments, and coached organizations to achieve gains of over three hundred points.
- Served two terms as a national examiner for the Malcolm Baldrige National Quality Award. Board of Trustees, Ohio Award for Excellence (2000 - 2001).
- Frequent speaker and author of a monthly column "Street Smarts for Change Management" at www.sixsigmaiq.com.

Education

- B.S. in Quantitative Business Analysis, Wright State University
- M.B.A. in Management, Wright State University
- Holds the ASQ Six Sigma Black Belt and Manager of Quality/Organizational Excellence certificates
- Certified by ODR, Inc. in Change Management Consultation and Training

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