

DR. JEFFREY A. ROBINSON

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SUMMARY

Senior technologist, Six Sigma Master Black Belt, and change agent in manufacturing, Information Technology, software development, process and quality with extensive experience in problem solving, data analysis, consulting, IT project management, teaching, coaching and mentoring. ITIL and CMMI certified.

EDUCATION

Ph.D. Information Systems; Nova University; Sept 1993

M.A. Business Management; Central Michigan University; May 1979

Flight Training, Pensacola, Florida - Naval Flight Officer – F4 Phantom Jet; April 1974

B.S. Electrical Engineering; University of Illinois – Champaign-Urbana; December 1973;

B.A. Physics; Monmouth College, December 1973

PRIMARY AREAS OF EXPERTISE

Leadership Experience: Officer USMC; Naval Flight Officer; Tactical Air Controller; Six Sigma Master Black Belt; Performance Excellence Champion; MIS Manager; Manager of Computer Integrated Manufacturing; Assistant Department Chair for Technology at University of Phoenix for four years; Member Board of Directors, Building Arizona Families (Arizona based adoption agency)

Management Experience: Managed large MIS departments (with software and hardware development teams, help desk and maintenance support teams (>24 people and multi-million dollars HW and SW budgets). Managed large (diverse and distributed) project teams. Division Quality Director.

- Coordinated startup of several international high maturity (CMM lvl 3-5) software development centers (500+ people in Canada, Mexico, Scotland, Italy and Argentina) Start to end implementations; business and technical aspects; from site selection, interviewing and training of management team, development and delivery of 160-hour training program (ITP – Induction Training Program) for new hires; business modeling; organizational assessments.

Project Management Experience: More than two decades of project management experience in IT, manufacturing, healthcare, and service industries, involving technology introduction, software development, large system migrations, new software development center startups, process and tool deployment, special interventions. **Large project teams** (75+) and **large programs** (>10 concurrent projects); Have taught many of the quarterly professional development seminars at local PMI chapter. Have taught and developed Project Management classes (PMP and SDLC) in industry and Universities. Extensive experience in CMMI and ITIL implementations. Familiar with IEEE, ISO, and QSR standards.

- Set up and established QA organizations and PMOs for new software development center startups; Developed and deployed standards for metrics, reporting, project monitoring, tracking and control

Process/Quality Experience: Used and championed a wide variety of quality and process assessment methodologies; *SEI-CMM, QSR, QS9000, CMMI, ITIL, Malcolm Baldrige* Quality Assessments; assessor/trainer, software/IT, mfging processing (development, modeling, simulation, forecasting), SSPD Division Quality Manager (3 yrs). *Six Sigma MBB*

Six Sigma Experience: *Six Sigma Master Black Belt* with broad experience working with problem solving and process improvement activities (DMAIC, DMADV, DFSS, 8-D). Strong **Transactional and Lean** experience in both manufacturing and IT environments (real time dispatching, JIT, Kaisan, Kanban, Poka Yoke, 5S, Theory of Constraints).

- Curriculum development and delivery of GB and BB courses (including decision theory and quantitative statistics)
- Developed Best-in-class Six Sigma candidate development system (>180 green belt and black belt candidates with a 50% graduation rate).
- Personally documented more than \$20 million in savings in Six Sigma projects in a wide range of industries
- Extensive audit and assessment experience; **SW V&V**; IT organizations at all levels (QSR, ISO, CMMI)
- Coordinated more than a dozen ITIL process development projects. As the Master Black Belt overseeing a team of Black Belts designing and delivering ITIL compliant “best practice” processes; metrics champion and ITIL SME. Metrics specialist (incident/service desk, problem & change mgt, config mgt, release mgt, availability/capacity mgt)
- Extensive problem solving experience as Six Sigma Master Black Belt consultant at Motorola; crisis resolution/root cause analysis; Special interventions for organizational “spills” (high visibility projects); Data analytics, solution modeling, implementation, financial realization
- Organized and led Kaisen events for Lean Six Sigma Quality program in automotive manufacturing facility. Developed and conducted lean and full Six Sigma training for Green Belts and Black Belt certification program. Managed projects, tracking, organizational metrics.

- Recently authored a book by McGraw Hill “*Six Sigma Quality Improvement – Success Stories from the High-tech Industry*” containing instructions and case studies on *Six Sigma projects and applied analytical methods*

Consulting Experience: Both internal and external to Motorola; alone and with teams.

- Subject areas include: Process/ quality, managing large teams, technology assessment, training, organizational design, change management, mfg technology. CIM, Six Sigma, neuro-linguistic programming & communications.
- Clients include: Motorola, GD, Northern Telecom, Six Sigma Advantage, The Upjohn Company, Rockwell, Federal Reserve, GMAC.
- Extensive international travel experience (Mexico, Australia, Scotland, Russia, India, Malaysia, **China**, etc.)

Business/Financial Experience: MBA, extensive experience designing, implementing and using large manufacturing planning, forecasting, costing systems. Extensive experience working with business plan development, strategic, tactical and operational planning, business decision modeling and risk assessment, business case analysis, value stream mapping.

Information Technology Experience: Designed, managed, and tuned large heterogeneous databases for enterprises. Managed and championed large IT SW development teams and projects. Developed and taught courses in DB design, database administration, advanced SQL, data warehousing, data-mining, and SW/DB/Network security.

OTHER AREAS OF EXPERTISE

Statistical Analysis Experience: Have taught Quantitative Statistics at the graduate school level and acted as resident statistician at a semiconductor manufacturing facility while supporting a device engineering department.

- Statistical specializations include: FMEA, DOE, Response Surface Analysis, Simulation and Modeling, MANOVA, Advanced Regression techniques, non-parametric analysis, psychometrics, survey analysis & design, Monte Carlo analysis, QFD, KJ, Analytical Hierarchical Processing, & more. Neural-network SOM (Self-organizing maps).
- Stat tools include: Minitab, Crystal Ball, SAS-JMP, RS1, TreeAge, RapAnalyst, Netica (Bayesian network SW).
- Developed four 5-day courses in Datamining & Business Intelligence, highlighting SQLServer 2008 & advanced tools (courses consisted of 67 two to four hour modules and labs)

Change Management Experience: Six Sigma Master Black Belt, Malcolm Baldrige Champion, program manager; implementing SEI CMM programs, developing metrics systems, implementing process and quality systems. Change agent for several years, installing large automated paperless manufacturing execution systems (CIM), migrating system platforms (for businesses, organizations, manufacturing, engineering).

Computer Experience: Managed large Computer Integrated Manufacturing Systems—large heterogeneous clusters for high-volume transaction processing for manufacturing and engineering; vast platform experience—IBM-MVS, DEC-VMS, Tandem, various UNIX, etc.; development, installation, administration, security and maintenance of platforms, applications and networks.

- Taught graduate and undergraduate courses in operating systems, network administration, database design, security, technology infrastructure, and organizational design.

Manufacturing Experience: Semiconductor manufacturing, process and device engineering; IC assembly; hybrid surface mount technology; thin-film; thick film; co-fired multi-layered ceramics; inventory control systems; automated equipment interfaces; manufacturing system development; state-of-the-art scheduling, forecasting and modeling—real-time, closed-loop, regenerative MRP systems with real-time dispatching, SPC and JIT capabilities. Extensive Lean and Transactional experience (Kaisan, Kanban, Poka Yoke, 5S, Theory of Constraints).

- Awarded four patents in manufacturing control theory.

Teaching and Speaking Experience: Twenty years teaching experience at *University of Phoenix* (71 different courses), and six years online at *Kaplan University* (24 different courses) with a rank of Full Professor. Development and teaching of graduate and undergraduate courses in: Information Systems Management, Decision Theory, Project Management, Strategic Planning, Quantitative Statistics, Programming, Software Engineering, Operating Systems Internals, Risk Assessment, Organizational Design, Relational Databases, and more.

- Assistant Department Chair for Technology for five years.
- *MicroSoft Certified Trainer* (MCSE); *Motorola University* curriculum development, master trainer, instructor; *Toastmasters*; *Project Management Institute*: frequent speaker at quarterly professional development seminars; *Six Sigma* green belt and black belt training
- Five years on SPS software patent committee (Tools, languages, operating system experience provided upon request).

Writing Experience: Published more than 30 technical and non-technical articles in a variety of journals (some refereed) and numerous short stories, (Associate member of SFWA – Science Fiction Writers of America)

- Two Best Paper Awards, nine SPS Silver Quill awards.

PROFESSIONAL EXPERIENCE

AMERICAN EXPRESS, Strategic Analysis; Application Portfolio Management and Infrastructure Strategy	2010-present
ALTRAN SOLUTIONS Principal Consultant , IV&V for nuclear DCS	6/2010-9/2010
AMERICAN EXPRESS, ITIL Release and Deployment Program Manager	2008-2010
SIX SIGMA ADVANTAGE Principal Consultant – Six Sigma Master Black Belt	2007-2008
VANTAGE MOBILITY INTERNATIONAL Process/Quality Consultant – Six Sigma Master Black Belt	2007-2008
MOTOROLA 20 years in a variety of roles, including: Consultant Six Sigma Master Black Belt, Performance Excellence Regional Manager (Malcolm Baldrige Assessor), Division Quality Manager, Staff Technologist, Manager Technology Assessment, Senior Device Engineer, Manager Computer Integrated Manufacturing.	1987-2007
MICRO-REL, A division of Medtronics, Tempe, AZ Manager Computer Aided Manufacturing	1983-1987
CONSULTING Six Sigma Advantage; Six Sigma consulting (2005-2008) Consultant for communication and neuro-linguistic programming (1993-96) Consultant for computer integrated manufacturing (1984-87)	1984-1987; 1993-1996;2007-2008
SILICON SYSTEMS INC, Tustin, CA Senior Systems Analyst	1981-1983
HUGHES AIRCRAFT, Fullerton, CA Program Manager	1981
ROCKWELL INTERNATIONAL, Newport Beach, CA Process Engineer	1979-1981
USMCR, Naval Flight Officer and Senior Air Director (Air Traffic Control)	1974-1979

MILITARY EXPERIENCE

1st Lieutenant, USMCR, Air Wing

Primary duties: **Naval Flight Officer**, Radar Intercept Officer (F-4); Tactical Air Controller, **Senior Air Director**

Collateral duties: **Legal Officer**, Classified Material Control Officer, Training Officer, Electronic Warfare Officer, Nuclear, Biological and Chemical Warfare Officer

PROFESSIONAL AFFILIATIONS**Current Affiliations:**

- PMI - Project Management Institute
- SF Novelists - a professional novelist writer's group
- ASME - Member Sub-Committee on SQA for NQA
- Toastmasters
- IEEE

Previous Affiliations:

- APICS—American Production and Inventory Control Society
- DECUS—Digital Equipment Corporation User Society, Board Member and Officer of local user group
- Member Board of Contributors; Information Strategies; Auerbach Publishers

PROFESSIONAL CERTIFICATES

- Six Sigma Black Belt 6/2002
- Six Sigma Master Black Belt 12/2003
- ITIL certified v2 7/2005
- Microsoft Certified Trainer 7/2000
- Certified Toastmaster 5/2004
- SW-CMMI assessor v1.2 3/2002

Speeches, Courses Taught, Presentations, Publications, Patents and Awards, detailed Computer Experience, available upon request.

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