

PHILIP C. HANSEN

Temecula, CA | 951.768.8636 | Philiphansen01@gmail.com | www.linkedin.com/in/philiphansen01

CONTINUOUS IMPROVEMENT | LEAN SIX SIGMA BLACK BELT EXPERT

Continuous Improvement and Quality Assurance Engineer with Lean Six Sigma Black Belt certification. Ensures compliance with Quality Systems for Supply Chains in regulated industries. Skilled in increasing operational output and cost savings through identification, reduction and control of process defects. Experienced Kaizen event facilitator and Lean Six Sigma tools trainer. Excellent problem solver and effectively communicates complex technical information. Acts as liaison between Manufacturing, Procurement, Quality, and R&D Engineering.

Detail-focused | Technically Competent | Problem Identification using Root Cause Analysis | Open Communication | Customer Value Identifying | Aligns Professionals on Objective | Continuous Improvement Change Agent

PROFESSIONAL EXPERIENCE

MEDIMPACT HEALTHCARE SYSTEMS, INC. San Diego, CA

2017 – 2018

Pharmacy Benefit Management Company

Quality and Continuous Improvement, LSS Black Belt Kaizen Facilitator

Planned and facilitated 12 KAIZEN Events in Business Process Operations with over 170 employees to reduce waste and save costs, reducing cycle time by 30%. Facilitated 28 KAIZEN Solution Teams and developed presentations reviewed with Senior Leadership who took recommendations to improve collecting client information.

UNIVERSITY of CALIFORNIA, San Diego, CA

2013 – Current

College of Extended Studies

Instructor

Lean Six Sigma Green and Black Belt certification instruction, UCSD Extension and SDSU College of Extended Studies. "Process Improvement in Healthcare Organizations" course for Leadership in Healthcare Organizations program, in master's in advanced studies degree.

VENTURA FOODS®, Brea, CA

2014 – 2016

Manufacturer of Oils, Mayonnaise, Margarine, Sauces & Dressings for Food Service and contract business.

Lean Six Sigma Improvement Engineer, Operational Excellence

- Created and led cross functional team in 12 locations that reduced Destroyed Product waste by \$300K.
- Facilitated KAIZEN event for zero effort changeover reducing cup filling changeover time 50%.
- Developed Problem Solving training; trained 150 employees at 8 locations in 15 classes across multiple functions.
- Improved setup and operational performance of retail production line by 50%.
- Developed Daily Management Routines for operational review of Level 1 Metrics for 35 production lines.
- Reduced QA holds and Customer Complaints 30% by streamlining specs for bottle capping and box filing line.

OPTUM-RX, A DIVISION OF UNITED HEALTHCARE, Irvine, CA

2013 – 2014

Pharmacy Benefit Manager and Prescription Provider

Quality Leader, Lean Six Sigma Consultant, Quality Management

Led multiple cross-functional teams in application of LSS DMAIC method for process improvements.

- \$8.4M annual cost savings in 2013 for mail service operations without impacting FDA regulatory compliance.
- \$11M annual cost savings in 2014 for customer service and mail services operations for prescription fulfillment.
- Planned and facilitated multiple KAIZEN workshops saving \$30M SG&A from Customer Service call centers.
- Mentored Lean Six Sigma Green Belt candidates to completion of project and successful certification.

NUTRILITE, A DIVISION OF AMWAY, Buena Park, CA

2006 – 2012

World's largest manufacturer of dietary supplements for direct sale; 2012 sales \$6B.

Lean Six Sigma Black Belt, Senior Project Manager, Supply Chain, Operational Excellence,

Led cross-functional technical and business unit teams in solving supply chain issues, process development for new product introduction, and inventory reduction. Applied Toyota Production System (TPS) methodology, Policy Deployment and provided Lean Six Sigma tool training and mentoring of Green Belt candidates.

- Applied Kanban methodology to raw materials to achieve 30% reduction in inventory and \$300,000 savings.
- Identified annual \$250,000 material waste in protein powder filling to meet regulatory requirements.
- Led cross-functional team using DMAIC to improve manufacturing scheduling to reduce lead time 20%.
- Developed "Design for Manufacturability" process improving product quality by designing quality in the process.
- Led and / or participated in 9 cross functional KAIZEN events benchmarking core products, reducing waste 30% in manufacturing operations across several business units while maintaining FDA compliance.
- Conducted Standard Work training for 250 Nutrilite manufacturing staff at Lakeview and Buena Park, CA.
- Designed, developed and implemented Lean Manufacturing Experience training for 30 Nutrilite Operators and Supervisors, to share best practices across facilities between California and Michigan.

OTHER RELEVANT EXPERIENCE

Project Manager, Nutrilite, Nutrition and Wellness Business Line Project Management

Led cross-functional technical and business unit teams in the development of nutritional concentrates for use in core products. Project managed new product launches for core business in international markets and contract customers.

Section Leader, Nutrilite, R&D, Concentrate Product and Process Development R&D,

Directed and managed formulation scientists, engineers and technicians in developing herbal, fruit and vegetable concentrates for use in products and concentrates for Gold Standard products.

FRITO-LAY, INC., Dallas, TX Manager, R&D, New Process & Product Development

Directed and managed team of food scientists and engineers in developing high quality product line extensions, new products and improved processes for introduction of sweet and salty snack news with \$2 million budget.

EDUCATION

Ph.D. & M.S., Chemical Engineering, University of Illinois, Champaign-Urbana, IL
Bachelor of Science, BS, Chemical Engineering, Clarkson University, Potsdam, NY
Bachelor of Arts, BA, Cum Laude, Chemistry, Carthage College, Kenosha, WI

PROFESSIONAL AFFILIATION

American Society for Quality Member

TRAINING

Design for Six Sigma, DMADV Certification, United Healthcare
LEAN Foundations Certification, United Healthcare
Shingijutsu Kaizen Workshop
Problem Solving and Decision Making
ProSci Change Management
Time Based Management, TBM, Kaizen ShopFloor, Business Process, and Supplier Workshops
Advanced Integrated Technologies, AIT, Lean Six Sigma Black Belt Certification
Supply Chain Operations Reference, SCOR, Model Certification