

Facilitating Change

- **Reduced internal customer process variability (by 25%), execution cost (by 18%), and scheduled delivery time (by 10%)**

While overseeing the effort to provide external logistics to nearly 120 internal organizations located in the National Capital Region (NCR) with an enterprise-wide (90,000+) user base, the impact of supply chain operations were limited by a inability of requiring activities to see the downstream impact of not integrating their planning with purchase process lead times. I had previously provided subject matter expertise and had created a coalition of senior leadership in the development of an information technology solution. Leveraging that experience, I strategically planned and motivated the willing cooperation of others to join me to implement the integration of complimentary functions and processes and thereby reduce internal customer process variability (by 25%), execution cost (by 18%), and scheduled delivery time (by 10%).

- **Saved of \$11M in work force employment that accounted for 40+% of organizational output**

While managing \$750M+ service requirements, I created a concept and then led IT personnel to develop and implement an automated system for outsourced personnel accountability. The direct benefit of my team's effort allowed for more effective measurement of outsourced work and enabled greater productivity with an initial savings of \$11M in the employment of a work force that accounted for 40%+ of organizational output.

- **Created change and saved life-cycle costs of approximately \$10M**

For years a government organization had leased hundreds of multi-function machines needed to support sensitive intelligence operations. I conducted comprehensive lease-buy analysis that concluded that buying machines was more cost effective than leasing. Yet, the capital expenditure required for purchase could not be afforded until after a new Congressional budget was approved which was also significantly after the current lease expired. Rather than continue the non-cost effective lease to ensure no lapse in machine services, I planned a new lease structure for a minimal amount of more capable machines that could be more effectively shared across the organization. However, there was significant resistance to sharing machines due to the increased potential that sharing could result in the compromise of sensitive information. By persevering to leverage the enhanced technology provided with more capable machines, I was able to demonstrate to and convince users that sharing would not have a negative impact and then negotiate new lease terms to incur a life-cycle cost savings of nearly \$10M. As a result, I earned executive leadership buy-in that championed an organizational sense of urgency to implement the benefits of new lease.