

Scott M. Ford, CPT, LSSBB

Performance optimization for organizations,
people, and processes.

Phone: 614-792-7683

Email: sford2@columbus.rr.com

Location: Columbus, OH

Career Summary

Experienced business process and performance improvement professional, able to navigate complicated political or technical environments to implement strategies, and generate measurable returns on performance improvement initiatives.

Capabilities

- 1) **Business & Process Analyst** – executive decision support. Build the business & economic case for performance improvements with financial expertise. Use data, interviews, and observation (the gemba), to identify waste across business value streams. Use A3 problem solving and other methods, to diagnose the causes of business process and human performance gaps.
- 2) **Solution Designer & Developer** – recommend and help implement approved solutions to achieve client-desired performance results. The solution set may include shifting and clarifying process and job expectations, reduction of process waste, process design, software requirements, performance metrics, total rewards, training, policy, or procedures.
- 3) **Change Management Facilitator & Project Manager** – lead design or implementation teams through a successful process improvement project, inform and involve executives, and develop team member problem solving skills. Motivate the client organization at all levels to keep focus on strategic priorities and embrace change.

Featured Clients

- Honda of America Manufacturing, L Brands, Yum Brands, Lawyers Title Insurance Corp, Follett Books, Kal Kan, M&T Bank, Midwest Express, Ohio Department of Job & Family Services, Star Leasing, OJI Intertech, and Trident Group.

Accomplishments

- **Supply Chain Management Improvement** – Improved the process for retail store IT installations at an international retailer. Increased staff productivity. Reduced staff and vendor quality errors, vendor premium charges, and project risk. These were achieved through policy, supply chain process design and standardization, task automation, role clarity, SLAs, and training.
- **Risk Management** – Developed the quality assurance and quality control processes for an architectural firm. Reduced risk of lost business through errors. Estimated loss avoidance of \$200,000 annually.
- **Labor Utilization** – Improved policy controls, performance measures, reporting accuracy, and decision making for a labor planning and control process. Reconfigured Time and Attendance software. Designed and delivered training for managers. Estimated 10% reduction in associate overtime and tardiness for hundreds of associates. Increased billing accuracy and accountability for on-site temporary agency.
- **Supply Chain Quality** – Reduced purchasing and supply chain errors for a logistics company. Specified support programming, increased supply chain communication, and designed/delivered training for managers in new inventory investigation techniques and software. Reduced “short part” situations costing hundreds of thousands of dollars in lost production time per occurrence.
- **Fraud Prevention** – Developed procedures, forms, and training to increase the controls and reduce fraud on applications for Family Medical Leave. Reduced time to competency for Leave Coordinators, and created greater consistency in application of Family Medical Leave law corporate-wide. Reduced risk of litigation against the client.
- **Cost Reduction** – Led a team in identifying quality and cycle time disconnects in an automotive design change process. Reduced design-change cycle time by 11 days. Estimated \$2.8 million annual savings, through the avoidance of cost premiums associated with specialty tooling lead times during pre-production phase of new vehicle models.
- **Business Intelligence** – Improved assembly-line quality data collection and reporting process to support effective decision making. \$1.8 million first year savings through improved data quality, cause analysis methods, and decision making.
- **Training Strategy** – Improved training strategy for a major business re-engineering effort of a multinational title insurance company. Reduced the cost of training by \$.9 million in the first year through avoidance of unnecessary training expense.
- **Turnover Reduction** – Analyzed teller turnover for a regional bank, determined root causes, implemented selection, training, compensation, and management solutions. Reduced turnover from 38% to 22% over the course of a year.
- **Job Design** – Conducted job analysis and ascertained exemplary practices of campus bookstore managers to create an assessment instrument used in succession planning.
- **Training Transfer** – Increased workshop participants adoption rate of new project management skills by 15%.

Work History

President Human Performance Engineering, LLC, Columbus, OH September '01 to Present

- Work with executives and staff of client companies to capitalize on performance improvement opportunities. Guarantee of 400% to 800% return on investment. See Accomplishments above.
- Marketing, sales, and account management for all clients.

Senior Human Performance Engineer Frontline Group/PACE division February '98 to September '01

- Lead consultant for client performance improvement projects company-wide.

Vice President The Peloquin Group, LLC. Blue Bell, PA September '95 to February '98

- Co-owned and operated a performance technology consulting company. Provided leadership, client management, and practitioner support to a staff of four.

Human Resource Consultant MRA Enterprises, King of Prussia, PA May '92 to February '95

- Designed and delivered training for the *Executive Leadership Seminar*.
- Provided guidance to clients in selection and management decisions based on person/role fit technology.
- Created a customized proprietary turnover cost analysis product, providing clients with a point estimate of the financial impact of turnover.

Staff Accountant Jerome Shinfeld and Associates, P.C., Blue Bell, PA November '91 to May '92

- Assisted in specialized review engagements of automobile dealerships.
- Prepared more than 80 complex federal and state tax returns for the 1992 tax season.
- Worked with client accounting departments to streamline the flow of accounting information.
- Prepared financial statements using sophisticated financial software.

Controller Dorset Financial Services, Wayne, PA November '89 to October '91

- Calculated and issued all tax compliance documents for the company
- Prepared Quarterly and Year-to-Date Comparative Financial Statements.

Education & Certifications

- ★ IASSC Lean Six Sigma Black Belt Certified (2018) Certification B-5205
- ★ Rummler-Brache Certified Process Improvement Facilitator (2018) License #2440
- ★ ISPI Certified Performance Technologist (June 15, 2015) ID #1487
- ★ Masters Program Industrial/Organizational Psychology, West Chester University, PA (1995) [all but thesis]
- Harless Peak Performance System (Front End Analysis Workshop) Certification
- ExpertOJT - Expert On-The-Job Training Certification
- Aubrey Daniels International – Applications of Performance Management Technology Certification (2010)
- CPA Exam (1990)
- B.S. Accountancy, Villanova University, Villanova, PA (1988)

Memberships/Committees/Awards

- International Society for Performance Improvement Lifetime Member. ISPI Awards of Excellence Evaluator (2015, 2016). ISPI Ohio Chapter Event Coordinator (2009). ISPI Outstanding Communications Award Evaluator (2006).
- Association for Talent Development (Central Ohio Chapter)
- Mensa International
- PACE Customer Satisfaction Award (1999), PACE High Impact Award (1998)