



**Jeff Bloom, Executive MBB**  
**COO and Managing Partner, Public Service**  
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## Background

Jeff has over 30 years of Quality and Lean / Six Sigma experience, and excels at improving businesses, optimizing processes and systems, executing strategic plans. And managing projects. His business process improvement initiatives resulted in over \$500MM in benefits and improved customer experience. Jeff has consulted, led, facilitated, and trained Strategy, Operational Metrics, Organizational Assessment, Project Management, Change Management, Lean Six Sigma, Supply Chain, Engineering, Quality, and Logistics. Jeff brings energy, leadership, technical strength, focus, teamwork, and adaptability to each engagement resulting in strong, measurable client value.

### Education:

B.S., Business Management, Shelburne University  
 Certified Lean Six Sigma Master Black Belt / Champion

## Functional Expertise

- Manufacturing / Production
- Strategic and Business Planning
- Service / Transactions
- Supply Chain
- Engineering / R&D
- Operations
- Finance
- Quality Systems
- Lean Six Sigma/Process Excellence
- Executive Management
- Training / Facilitation

## Industry Experience

- Veterans Administration
- Chesapeake General Hospital
- Department of Energy
- Department of Defense
- National Geospatial Agency
- Center for Medicare /Medicaid Systems (CMS)
- National Ignition Facility
- Missile Defense Agency
- Virginia Beach Public Schools
- Office of the Judge Advocate General (OJAG)
- Hi-Tech Electronic Manuf.

## Relevant Experience

### ***Chesapeake General Hospital***

Led an engagement to assist the Chesapeake General Hospital introduce Lean Six Sigma in their Emergency Room (ER) in order to optimize their customer serve and improve their ER processes. The focus was to reduce patient wait time, increase throughput and streamline equipment and tool availability.

### ***Department of Veterans Affairs***

Lead the development of a Department of Veterans Affairs' (VA) Financial and Logistics Integrated Technology Enterprise (FLITE). The FLITE Program provided a standard financial system replacement across the VA for Financial Management System (FMS) and many smaller financial systems. It also replaced the former CoreFLS development effort. The resulting replacement system was implemented in approximately 1,000 financial and logistics offices across VA. This initiative supported the President's Management Agenda and the VA strategic goal to provide a world-class service to veterans and their families through the effective management of people, technology, processes, and financial resources.

### ***Center of Medicare and Medicaid:***

Developed and provided oversight of a Quality Management plan and program for CMS HIGLAS (Healthcare Integrated General Ledger Accounting System) This effort improved the Quality Management (QM) capability including the QM goals and objectives, tools and templates to be used, and performance measurements against which the capability will be assessed. The plan described the Quality Assurance (prospective enablers) and Quality Control (retrospective enablers) activities. This plan and program allowed HIGLAS resources and stakeholders sufficient understanding of HIGLAS Quality Management requirements, allowing Control Account Managers (CAM) and their teams to enable quality mechanisms in their work.

### ***Major Laser and Optical Products Enterprise:***

Provided LSS leadership to a highly skilled workforce of 400 senior managers, chemists, engineers, and technicians to establish and rapidly grow an optics manufacturing capability in a new division of a \$100 M optical equipment and products company, completing projects that yielded > \$20M in cost savings.