



Jeff Bloom, MBB
COO and Managing Partner, Public Service
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Work Experience:

2014-Present | General Dynamics (Defense) – **Sr Principal Engineer**, SVC Delivery Manager IT/PMO, Team Lead
2013-Present | Precipio (Management Consulting) – **COO and Executive Master Black Belt**
2012-2013 | Sev1Tech (IT Services) – **Director of Quality**
2011-2012 | NJVC (IT Services) – **Director of Business Process Improvement**
2008-2011 | Lentech (IT Services) – **Executive Director of Mission Assurance**
2006-2008 | ASRCC (IT and Technical Outsourcing Services) – **Director of Performance Excellence**
1999-2006 | Raytheon (Technical Services) – **Six Sigma Champion and Master Black Belt**
1979-1999 | US Navy (National Defense) – **Master Chief E/9, Multiple Manager and Leadership roles**

Education and Certifications

| Booz Allen Hamilton - ITIL v3 Foundations Training
| Saddle Island Institute – Visual Factory Management
| North Carolina State University (ASQ) -_Cost of Quality
2004 | Raytheon, Inc. – Six Sigma Master Expert / Master Black Belt & Champion
2000 | Raytheon, Inc. – Six Sigma Expert / Black Belt & Champion
| International Quality – Performance Measurement, Adv. Balanced Scorecard
| Edge Institute – Increasing Human Effectiveness
| Covey Institute – Keeping Score (Survey Dev & Analysis), 7 Habits Course, Myers Briggs
| University of Tennessee – SPC Advanced Topics and Industrial Experiments Courses
| Edward Deming Institute – Quality Management Today and Tomorrow
1995 | Shelburne University, Norfolk, VA - B.S., Business Management

Leader, Business Executive, and Consultant

With over **35 years** of quality and Lean / Six Sigma experience, Jeff excels at improving business, optimizing operational and information processes and systems, executing strategic plans. Jeff has successfully managed business-impacting projects and business process improvement initiatives that have resulted in benefits of over \$10m, created significant business growth, and improved customer satisfaction and experience. Jeff has designed, implemented, managed and sustained service areas for Quality and Lean Six Sigma for multiple companies in a variety of industries including Aerospace and Defense, Health and Human Services, Defense Intelligence, Information Technology, and Information Security. Jeff has been vetted and accepted into Who's Who World Wide as a Professional Management Consultant. Jeff holds an active TS-SCI clearance, with a current CI-Poly, and an active OPM Secret with the U S Gov't.

ACHIEVEMENTS

US Defense Contractor: As Service Delivery Manager, oversee all client IT projects and ensure services uptime SLAs are met. Coordinate with company PMO for all deployment-related activity. Develop training and new service offerings including required supporting infrastructure to support growth. Execute systems modeling, simulation, and analysis for service performance of Lean Six Sigma, ISO, and ITIL V3 frameworks. Developed ISO and ITIL V3 Quality Management System, Data Transfer Officer Systems to support classified communications and data reducing cycle time by 70%, Automated Management Portal Dashboard, Root Cause and Corrective Action Process (RCCA), and Document Management Systems and training saving >80% in request wait time.

North American Management Consulting Company: Manage all hands-on operations of the company and assist CEO in aggressive growth of company Service Capabilities. Provide the leadership and vision to ensure proper operational controls, administrative and reporting procedures and personnel management systems to support growth, financial strength, and operating efficiency. Act as Client-Care Officer for all clients. Support raising of capital and represent company with all clients, investors, and business partners.

US IT Services Company: Developed and implemented initial Quality Management System to achieve ISO 9001:2008 certification and ISO 27001:2005 certification. Lead Quality and PI Services across company, supporting client engagements. Provided training and coaching on Process Improvement techniques and tools and lead process improvement projects for internal and external clients.

Major IT Services Company: Lead Lean Six Sigma Service Capability for company, customer-facing lead, provisioning capability across company client services, implementing a Process Improvement Management System (PIMS) enterprise-wide. Established Project Management Office. Trained company and client staff on Lean Six Sigma and Quality skills. Supported strategic planning for program reviews for company.

Major IT Services and Outsourcing Company: Lead Mission Assurance and Compliance and Ethics Divisions supporting multiple US Gov't contracts. Supported Quality and Process Improvement as Acting Director of Quality and PI for a major client (\$500M Revenue), overseeing all Lean Six Sigma Service operations. Helped achieve ISO 9001/2008. Established Lean Six Sigma Service offering for company. Personally, led multiple internal and external company programs including root-cause analysis, metrics and dashboard development, a comprehensive Quality Management System that became DCAA compliant, and process improvement models for company and client teams.

Major IT Services Company: Led Performance Excellence Business, deploying QA/QC and Lean Six Sigma for clients including US Gov't Veterans Administration, Center of Medicaid and Medicare Services (CMS), and the National Geospatial Agency. Executed organizational assessments for operations, production, technical services, security, and configuration management. Identified operational readiness states and opportunities for performance improvement along with solutions, including for the Health and General Ledger Accounting System (HIGLAS) for CMS.

Major Defense Contractor: Established company-wide Six Sigma Program to better service DoD, FAA, DoE and internal customers, including nine locations and over 3000 employees, \$10M budget, frequent support and interaction with C-level staff, co-authoring company Six Sigma Book, leading major projects for the Army (Patriot Missile) and Navy (Aegis and Sea Sparrow Missile), developing company-wide training and certification program and company-wide project and benefits tracking system. Rewarded as most successful program in Enterprise. Added Supply Chain Quality Program and External Consulting Programs. Coached nearly 400 GBs and BBs adding over \$300M of top-line growth and \$150M of cost savings.

Major US Federal Energy Program: Provided consulting support and leadership for Quality Engineering and Manufacturing Operations for a \$3.5B Department of Energy Program including development, oversight, and implementation of a Lean Six Sigma Quality System in the production and supply chain divisions. Supported the infrastructure from the ground up, including new manufacturing and quality divisions, and served as the Lead Engagement Director.

US Navy: Directed the implementation and analysis of organizational performance assessments, metrics and performance measures, and deployed customer satisfaction and organizational climate surveys. Supported development of the assessment approach for the Inspectors' General Offices. Awarded the **Navy Meritorious Service Medal** from the President of the United States for service accomplishments. Previously provided process improvement and organizational development consulting services and training to senior afloat and shore components of the Atlantic Fleet and Europe.

US Navy: Managed all administrative, technical and financial matters for the Repair Department on a surface ship repair facility including quality review, planning, approving, coordinating and executing surface ship repairs. Missions supported included Operation Desert Storm, utilizing over 600 persons in 13 job specialties. Qualified as Repair Duty Officer, Officer of the Deck and was the senior member and lead trainer for the ships Damage Control teams. Previously certified as a Quality Assurance Inspector (QAI) and Quality Assurance Supervisor (QAS) for nuclear level work.

Functional Expertise

- Business Process Management (BPM) / Business Process Reengineering (BPR)
- Business Performance Metrics Development & Business Analytics
- Quality Management - Quality Control / Quality Assurance, Total Quality Management (TQM)
- Curriculum development and training for Quality, Metrics, Business Analytics, Lean Six Sigma
- Lean and Six Sigma & Time studies and cycle time reduction, Statistical Process Control (SPC) & Business and Operational data analysis
- ISO 9001/2008 Certification Leadership, Program and Project Management, ITIL v3
- Strategic & Visionary Team Planning
- Business Impact Analysis, Failure Mode Effect Analysis (FMEA), Plan Do Check Act (PDCA), Root Cause Analysis (RCA)
- Business and Organizational Assessments
- Six Sigma and Lean Six Sigma tools – VCPCIA, DMAIC, DMAIV, DFSS, QFD, FMEA, SPC, Process Mapping, DOE, Lean principles and tools such as Value Stream Mapping, JIT, TAKT time, Theory of Constraints (TOC), and Kanban
- Customer and Supplier Lean / Six Sigma Value Development
- Balanced Scorecard and Dashboard Systems
- Process and value stream mapping – Opportunities for Improvement (OFI)
- Customer Survey Development
- Team Building, team dynamics, facilitation and Master Training Specialist