

JACK BOEPPLE

jboepple2008@kellogg.northwestern.edu

CAREER SUMMARY

Kellogg MBA, Project Management Professional (PMP), and Six Sigma Black Belt with expertise in organizing, planning, and managing programs and projects. Strengths in process / operations improvement. Lecturer at the Kellogg School of Management (Northwestern University). Examiner for the Baldrige National Quality Award in 2008–2010 and 2012.

EXPERIENCE

2009 to present

Advocate Health Care

Oakbrook, IL

Internal System-Wide Operations Improvement Consultant

Jan 2012 to present

- Identifying opportunities to reduce OR room turnaround time (TAT) at Advocate's two largest surgical centers (Lutheran General and Christ Medical Center). Also, identifying opportunities to increase first-case on-time starts at Lutheran General.
- Instructor and coach for Advocate's Six Sigma Black Belt program.

Site Director, Operations Improvement, Good Shepherd Hospital

Sep 2009 – Jan 2012

Managed the activities of 2 operations improvement leaders and 1 data analyst.

- Reduced medical supply cost / case by 10% from 2010 to 2011 resulting in \$1.9M in savings.
- Saved \$250K on an annualized basis by converting emergency department priority (stat) labs to routine without adversely impacting turnaround times.
- Trained outpatient managers in basic root cause analysis techniques resulting in a sustained overall improvement in patient satisfaction scores.

2012 to present

Kellogg School of Management (Northwestern University)

Evanston, IL

Lecturer of Operations Management

Teaching "Implementing Process Improvement" during evenings for Kellogg's MBA program.

2002 to 2009

Motorola, Inc. – Mobile Devices

Libertyville, IL

Senior Program Manager, Information Technology (IT)

- Identified cost reduction opportunities through asset validation and storage reductions. \$1.6M in savings realized in 2008.
- Completed Black Belt certification project that reduced the variation in the categorization of returned phones. Resulted in the earlier identification of systemic failures and causes that drive warranty costs.

Senior Program Manager, IT Project Management Office (PMO)

- Ran weekly operations review on the top 20-30 projects which focused on key milestones and risk management. Increased compliance for timely and accurate updates.
- Led internal strategy session to align PMO's mission and activities with its customer needs.

Senior Program Manager, MPx230 Smartphone

- Directed Taiwan-based ODMs in the development of Smartphone programs. Responsible for scheduling and coordinating development, testing, and regulatory compliance activities.

1996 to 2002

Hewlett-Packard Company (Compaq Computer Corporation and Tandem Computers, Inc.)

Itasca, IL

Customer Advocate / Senior Project Manager

Managed the business, technical, and field support relationship with Motorola on a cellular telephony programs. Primary responsibility of ensuring customer satisfaction through resolving issues, clarifying inter- and intra-company communications, and defining and improving processes.

- Increased annual revenues from \$44M to \$157M over a four year period.
- 2001 GoldQuest Award Recipient (top 5% sales and sales support performers worldwide).
- Coordinated quarterly metric-driven Program Reviews which covered all aspects of the customer relationship with internal and customer senior management. Facilitated the definition and execution of corrective action plans designed to drive improvement in these metrics.

- Completed Black Belt certification project that saved the company an estimated \$12M annually and reduced company exposure to gray market equipment resellers.

1994 to 2000 **Condo Solutions, Inc.** Wheaton, IL
Co-founder and software developer for a small business that developed and sold reserve study (financial analysis) software for community associations and local government properties. Lead assessor for on-site reserve studies which included full inventory and assessment of the condition of clients' properties. Authored article for a national community association magazine on "How to Evaluate and Select a Reserve Study Firm."

1995 to 1996 **Computer Sciences Corporation - Consulting and Systems Integration** Oak Brook, IL
Senior Consultant
 Specialized in the rapid recovery and stabilization of troubled projects through the introduction and implementation of processes.

- Successfully brought quick closure to the requirements analysis and design activities on a Disease Management project that had overrun its schedule by several months.
- Successfully completed a Fax-on-Demand project in one-half the budgeted time.
- Ran Steering Committee meetings (18 members) which set development priorities on a Membership System project for a non-profit organization.

1991 to 1995 **Siemens Medical Systems, Inc. - Nuclear Medicine Group** Hoffman Estates, IL
Manager, Software Engineering
 Managed the activities of 33 software engineers and five consultants assigned to three separate development projects. Project Leader of a cross-functional team (30 people) which developed and enhanced a nuclear medicine acquisition and processing workstation.

- Met all project requirements/objectives with an annual budget of \$2.5 million.
- Directed the creation and continuous improvement of our product development processes. Achieved ISO-9001 certification in 1994.

1983 to 1991 **United States Air Force**
Software Engineer and Program Manager

PROFESSIONAL AFFILIATIONS

- Preliminary Round Judge, ASQ's International Team Excellence Award Process, 2011.
- Examiner, Baldrige National Quality Award, 2008–2010 and 2012.

PROFESSIONAL CERTIFICATIONS

- American Society for Quality (ASQ) Certified Six Sigma Black Belt, 2007.
- ASQ–Certified Manager of Quality/Organizational Excellence, 2007.
- Advanced Master's Certificate in Project Management, 2006.
- Project Management Professional (PMP) Certification, 1999.

EDUCATION

- **Kellogg School of Management**, Northwestern University, Master of Business Administration, 2008. Majored in Management & Strategy and Analytical Consulting.
- **University of Illinois at Champaign-Urbana**, Master of Computer Science.
- **U.S. Air Force Academy**, Bachelor of Science in Computer Science.

PERSONAL

Jogger and cyclist – have done several triathlons (including a half-Ironman) and marathons (Boston & Chicago). Love canoeing in Quetico (Canada) and fishing.