

**Ralph F. Stauffer, Jr.**  
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## **QUALITY LEADER**

Passionate, insightful, innovative proven leader with over 20 years' experience driving multimillion dollar cost savings and revenue enhancement, outstanding customer loyalty and operational excellence. Expert at operational systems and process diagnosis and leverage point analysis.

Proficient at forging strategy-driven, high-performance change leadership teams; deploying continuous improvement initiatives in government and in the manufacturing, financial services, telecommunications, hospitality and health care industries.

American Society for Quality (ASQ) Certified Six Sigma Master Black Belt, Certified Six Sigma Black Belt, Certified Manager of Quality and Organizational Excellence, and Certified Quality Engineer with an MS in Quality Assurance (Applied Statistics) and extensive Six Sigma/Lean/TQM background

### **JOB HISTORY:**

*Manager, Quantitative Analysis and Improvement at Whitney, Bradley and Brown Consulting, Inc.*

- Chief analyst for the Resource Management and Planning Team
- Develops and Manages Quality Improvement Curriculum for WBB Lean Six Sigma and other quality-related courses.
- Statistical Process Control Trainer and Consultant for the United Network for Organ Sharing (UNOS)
- On the faculty of Walden University, instructing MBA, BSBA and MSN statistics courses as well as MBA International Business Operations courses and MS Decision Analysis courses.
- Supports a major international bank with stochastic modeling and simulation for risk/CBA associated with outsourcing HR
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*Principal, Woodside Quality Solutions LLC (March 2005-March 2012)*

- Independent Consultant in statistical methods for improvement, including Lean and Six Sigma deployment systems and techniques; latest Six Sigma clients documented over \$100,000,000.00 in savings from their Black Belt projects. One DFSS project in Telecomm documented savings of over 7.5 million per year from streamlining Data Center Management.
- Manages Six Sigma projects, coordinates multiple projects in Master Black Belt role.
- Extensive experience with manufacturing, big telecommunications and financial services industries.
- Manufacturing experience includes work with automotive supply, wood processing, windows and doors, light and heavy machinery, plastic extrusion, and medical devices companies.
- Statistical modeling for more precise forecasting of business and operational performance metrics and vendor management planning.
- Guides deployment executives in change leadership for Six Sigma startups, and provides ongoing deployment coaching.

- Writes and presents curricula designed to develop teams and team leaders, Six Sigma Executives, Champions, Master Black Belts, Black Belts and Green Belts, as well as general quality workshops (Quality Function Deployment, Lean Thinking, Theory of Constraints, Design for Six Sigma).
- Developed criteria and exams for rigorous Six Sigma certification programs.
- Invited by ASQ to review the latest Master Black Belt certification exam, and to write items for the next exam.

*Senior Consultant, BlueFire Partners (1999-March 2005)*

- Senior Consultant in statistical methods for improvement, including Lean techniques and Six Sigma.
- Six Sigma “sensei,” guiding deployment executives in change leadership for Six Sigma startups.
- Trained and consulted with teams for the health care, financial services and manufacturing industries.
- Served as an examiner for the Minnesota State Quality Award

*Total Quality Leadership Trainer and Consultant, U.S. Navy (1992 -1999)*

- Internal and external quality consultant, providing program assessment, project management, tailored training, and facilitation assistance, as well as training instructors in facilitation skills for quality, management and leadership courses.
- Director of Quality for a large remote overseas command. Trained, developed and led a consulting group 40 team facilitators which serviced internal activities, 11 tenant commands and the entire Caribbean area.
- Delivered classes in Total Quality tools, principles and implementation to high level audiences. Direct students of these courses documented over \$750,000,000.00 in tax dollar savings; long-term savings for the government is estimated to be higher.
- Developed curricula for Quality Function Deployment, Process Management (using Goal-QPC tools), Statistical Process Control and Systems Approach to Process Improvement/Lean Manufacturing/Theory of Constraints. Brought curriculum development projects in ahead of schedule, saving over \$300,000 in contractor fees.
- Facilitated Strategic Planning sessions for diverse high-level organizations throughout the U.S. and Europe.
- Team facilitator and leader for numerous quality teams. Long-term benefits from those teams is immeasurable, but quantifiable savings from their efforts totaled well over \$10,000,000 in taxpayer dollars.

**EDUCATION AND TRAINING:**

- - Master of Science in Service Industry Quality Assurance (Applied Statistics) from California State University, Dominguez Hills  
May 1999, GPA 3.96/4.00
- Program included graduate-level courses in Service Outcome Measurement, Project Management, Advanced Statistics and Probability, Total Quality Management, Health Care Industry Continuous Quality Improvement, Measuring Customer Satisfaction in the Service

Industries, Human Factors in Engineering and Design, Customer Satisfaction, Statistical Process Control for the Service Industry and ISO 9000.

Bachelor of Science Major: Sociology. Regents College of the State of New York; November, 1997. GPA 3.5/4.0

Extensive Train-the-Trainer, presentation skills and facilitative training skills education; attended the Department of the Navy's diversity training facilitator course, Instructor Training course, curriculum development course and Naval Leadership Training Facilitator course.

**ADDITIONAL INFORMATION:**

- Published articles in *Quality Progress*, peer-reviewed journal for ASQ.
- Author of recent article on Attributes Charts in *Quality Digest*
- Author of recent four-part series on Statistical Process Control in *Six Sigma for IQSixSigma*.
- Author of the Six Sigma chapter in the new *AMA Project Management Handbook (3<sup>rd</sup> Ed.)*
- Speaker at IQPC, Deming Institute, Center for Business Practices and ASQ conferences.
- Member of the National Institute of Standards and Technologies Quality Technical Action Group, TAG 176, as well as the Statistical Methods TAG 69.
- Reviewed Six Sigma textbooks for Donald J. Wheeler, Howard Gitlow and Roger Hoerl & Roland Snee
- Senior Member of the Statistics Division of the American Society for Quality.
- Contributing member of the W. Edwards Deming Institute.
- Fluent in most Windows-based spreadsheet, word processing and presentation graphics packages, Minitab, Crystal Ball and JMP statistical software.
- Able to communicate easily and comfortably with all levels of personnel due to diverse background as line worker, supervisor, manager and consultant.
- Hobbies include guitar, woodworking, and traditional Japanese martial arts.
- Highest security clearance held: Top Secret
- Service-Disabled Veteran Small Business Owner