

## **TOM JONES - VICE PRESIDENT OF TRAINING & CONSULTING OPERATIONS, LEAN & SIX SIGMA MASTER BLACK BELT**



Tom Jones is an experienced operational leader with a background in process management and a proven track record of substantial gains in quality and productivity. He has worked for numerous companies, specializing in process management and improvement. As BMG's vice president of training and consulting operations, Tom leads BMG's team of trainers, instructors and consultants responsible for training and coaching BMG's clients through performance excellence programs.

Before joining BMG, Tom consulted to a broad range of companies in both service and manufacturing sectors, coaching executives and project leaders on the application of Lean and Six Sigma methods. At Procter & Gamble, Tom managed traditional and team-based work systems in both union and non-union environments. He held positions of increasing responsibility in both operations management and staff positions, in quality, cost, and maintenance.

Tom has specific expertise in managing quality, cost and statistics, which he uses in evaluating cycle time improvement, process management and Lean Manufacturing.

He spent over 20 years working at Procter & Gamble, where his departments consistently set productivity, production, quality, and safety records using improved manufacturing methods later adopted by the entire company. He also led the manufacturing and engineering team that brought two new products to market, increasing divisional sales by 40 percent. As the division quality manager, Tom implemented a TQM program as part of a change to a team-based work system that increased productivity by 50 percent and tripled division profits in five years. As Bounce brand quality manager, Tom led the successful contracting effort to single source the major suppliers, improving overall quality, delivery, and cost.

Earlier, as a management consultant, he worked with numerous organizations to broaden his skills and successfully apply state-of-the-art management practices. Projects he spearheaded led to a number of process improvements, such as:

- Reduced product development cycle time at an auto manufacturer by 75%.
- Identified a bottleneck, which led to a \$16 million revenue increase (+18%) at an entertainment company.
- Co-developed and implemented process management at a Fortune 50 service company that used this system as a key element of its successful bid for the Baldrige award.
- Reduced the order to delivery cycle time by 50% at a major aerospace company, increasing cash flow by \$7 million.

### **EDUCATION / CERTIFICATIONS**

Tom has a B.S. in industrial engineering with an emphasis in management science from Iowa State University, and an M.S. in quality management from the University of Massachusetts.

### **CUSTOMER QUOTES**

"Tom combines very strong Six Sigma functional knowledge with a calm, professional presence. During his time with us, Tom became sought after by Claim's senior leadership to help them think about problems, and he has shaped their thinking about problem solving and Six Sigma."

- Bob J. Sawicki, The Hartford

### **Highlights**

- Six Sigma Master Black Belt
- Seasoned Management Consultant
- Experienced Lean and Six Sigma Practitioner