



Lean America

Results. Not Recommendations.

Company and Contact Information

Mission: Tackle the National Debt
Business: Continuous Process Improvement & Transformation Consulting
Headquarters: Dayton/Cincinnati Area, Ohio
Locations: Available nationwide; ongoing presence in Washington, DC
Established: Lean America, LLC – 1997 (formerly BMT, LLC)
Classification: Veteran Owned Small Business (VOSB)

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Lean America, LLC

CAGE Code: 5FVU5

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PSC: R405,R406,R425,R799,U004,R707

<http://www.LeanAmerica.com>

Core Competencies

- **Lean Six Sigma project leadership, consulting, and mentoring:** identification of highest strategic impact projects to improve customer satisfaction and reduce operating costs; we help you tackle operational challenges with a rigorous, structured approach using fact-based decisions
- **Lean Six Sigma deployment and Program Management support:** alignment of business/IT strategies; executive adoption; facilitation of organizational change
- **Development of your Lean Six Sigma talent:** Yellow Belt, Green Belt, Black Belt, Process Owner, and Champion training/certification; online Green Belt & Black Belt training; mentoring for project success; Project Definition Workshops
- **Business process analysis:** process audits; business process modeling in preparation for ERP implementation; business process re-engineering
- **Hoshin Planning & Balanced Scorecard consulting:** instituting operational strategy for government, commercial, and technology organizations
- **Capability Maturity Model Integration (CMMI) advisory services:** Key Process Area (KPA) implementation, CMMI consulting, and CMMI mentoring for clients interested in pursuing compliance or certification activities

Key Experience and Achievements

- Led LSS Deployments and CMM Level 5 Certification for Fortune 500 Companies
- Decades of process improvement experience including millions of dollars in combined hard/soft savings from LSS projects
- Hundreds of Black Belts/Green Belts trained & mentored

Key Differentiators:

Mission is to reduce the National Debt

Veteran Owned Small Business (VOSB)

Certified Lean Six Sigma Master Black Belts & Black Belts

Process improvement experience across government, IT, transactional, and many other operations

Government, military and commercial experience

Flexibility to deploy/travel nationwide

Training & mentoring capabilities for all Lean Six Sigma levels

IT Program Management Office (PMO) leadership experience



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Current / Past Experience

Current and previous Lean Six Sigma (LSS) customers and associated improvement areas include:

- **United States Department of Agriculture (USDA): Led team of Master Black Belts and Black Belts in deployment of LSS across the Farm Service Agency (FSA) and Risk Management Agency (RMA).** Established LSS organization, led projects and mentored practitioners on projects with tens of millions of dollars of savings, provided online Green Belt and Black Belt training. Contracts ongoing.
- **Alberta Health Services (AHS): Mentored AHS Green Belts on Food & Nutrition Service and Pharmacy projects.**
- **Fifth Third Bank: Led corporate project to re-engineer the entire home mortgage process reducing mortgage lead time from 54 to 31 days and saving \$1.6M**
- **Consumers Energy: Developed robust new innovative strategy using Hoshin Planning for Michigan energy company. Led project to reduce bad debt saving \$17M.**
- **USDA: Led team of Black Belts completing 8 projects valued at over \$32M in preparation for SAP Implementation.** Performed USDA county office site visits across the country. Identified business requirements for the new SAP system, farm program operations pain points, and a prioritized list of process improvement projects. Completed strategic projects and laid groundwork for monumental organizational change within USDA.
- **LiteSteel Technologies: Reduced scrap rate by about 50%, saving over \$2M per year.**
- **Qimonda AG and Hitachi Global Storage Technologies: Mentored classes of black belts/green belts.**
- **Kaiser Permanente: Reengineered help desk call center process, saving \$600K.** Healthcare provider IT help desk was overwhelmed by 4500 calls/week relating to mainframe password resets. Identified and resolved combination of code anomalies and lack of automated resets as key areas—lowered volume of calls and staff work hours.
- **National City Bank: Modified web architecture for online banking, improving system performance 61%.** The client's web site response rate was slow. Identified mandated security layers as root cause affecting login response time. Led team implementing modifications to web architecture, accelerating process while maintaining new security protocols. Successfully improved login times, transaction success rate and system availability.

Some Lean America LSS practitioners' have prior Military experience—other standout points include:

- **Computer Sciences Corporation (CSC): Created well-defined software development process, achieving CMM Level 5 status.** Led cross-functional teams implementing integrated development process. Achieved Level 3 ahead of schedule and also became one of three companies worldwide to gain CMM Level 5 certification at that time.
- **Standard Register: Directed \$10M Lean Six Sigma deployment initiative, achieving ROI in 13 months.** Led enterprise-wide deployment, ensuring all infrastructure components were in place. Generated on-going savings of \$50M. Identified, defined and implemented corporate-wide improvement projects. Identified and trained Lean Six Sigma practitioners.

Suppliers and Partners

Lean America, LLC has a strategic relationship with **Breakthrough Management Group International (BMGI)**, a global leader in performance excellence and Lean Six Sigma consulting, training, and technology solutions.