

Rick Maher
1193 E. Cobblefield Ct.
Bloomington, IN, 47401

March 15, 2010

Ms. LeAnne Horn
Director of Quality Improvement
601 West Second Street
Bloomington, IN, 47402

Dear Ms. Horn;

After reviewing your Lean Six Sigma Black Belt position online, I know that I can add value to your team based on the match of your stated needs with my previous experiences and skills.

As a continuous improvement consultant I gained experience implementing Lean, Six Sigma, Theory of Constraints, and other CI methodologies at hospitals including Yale New Haven Hospital in Connecticut. In this project I worked directly in the Emergency Department to eliminate patient delays through creation of current and future state Value Stream Maps, 5S of trauma rooms and equipment, Kanban like patient Pull System, and Standard Operating Procedures for safe patient flow. I also worked directly on improving hospital wide collaboration in bed assignment to eliminate frustrating "empty beds/patients waiting" situations.

In this project, and many others I have developed the ability to identify Lean Six Sigma projects and to get them moving forward as an enabler and facilitator for the process owners and stakeholders. While I am certified as a Lean Six Sigma Green Belt, I have experience comparable to an advanced Black Belt including numerous projects generating >\$1M / yr savings, and training / coaching of 19 green belts through full DMAIC projects.

I have attached my resume, and will follow up with you on Thursday, March 18th to further discuss how I may add value on your team. In the meantime, I can be reached at 623-565-9398 or rickmaher@gmail.com.

Sincerely,

Rick Maher

Enclosure.

HOSPITAL LEAN SIX SIGMA IMPLEMENTER

As Lean Six Sigma Black Belt at Bloomington Hospital, using my experience implementing Lean in hospital operations, I will remove barriers and waste leading to quality, service, and productivity improvements. I will leverage prior experience implementing in hospitals to drive quality at Bloomington Hospital.

KEY STRENGTHS

- Lean, Six Sigma, Theory of Constraints
 - Patient Flow & Bed Assignment Strategy
 - Emergency Department Optimization
 - Cross Functional Business Alignment
 - Greenbelt Cert., Black Belt Experienced
 - Meticulously Organized
 - MS Office Expert: Excel, Visio, PPT
 - Standard Operating Procedures
 - Process & Value Stream Mapping
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EXPERIENCE

Carpedia International & Independent Management Consulting

Toronto, ON, Canada

Management consultancies that implement Lean, Six Sigma, and other improvement methodologies along with business planning/measuring tools and management behavior coaching to improve operational efficiency and effectiveness in terms of quality, service, speed, and productivity. Average projects last 5 months and result in measurable ROI, sustained business improvements, and thorough training of Lean Six Sigma Team.

Senior Consultant

May, 2006 – Current

Project management role responsible for training and leading team of 1-3 consultants and 3-10 Green Belts through full DMAIC lifecycle projects, identifying opportunities and solutions, coaching cross functional managers, addressing project variances, and presenting recommendations & results to executive team.

Selected Client: Yale New Haven Hospital; Connecticut (July, 2008 – December, 2008)

Managed 4 person team through 26 week project to increase hospital bed utilization and safe patient flow.

- Decreased Emergency Department Avg Length of Stay from 4:05 to 3:40 – from 75th to 98th percentile in 3rd party peer benchmark through implementation of Patient Flow Coordinator role, standardized MD / RN communication process, and optimization of pre-care process (e.g. check-in, acuity rating, prioritization)
- Increased whole hospital bed utilization through re-alignment of bed assignment criteria to ensure minimum patient delay, eliminating “empty beds – patients waiting” occurrence
- Created “Daily Mid-Day Beds Planning Meeting” 15 minute meeting with ED, OR, and Med-Surg Clinical Managers to align on bed utilization situation and plan bed assignment for rest of the day
- Implemented Excel based AED Daily Scorecard for variance root cause identification (5 Whys) and corrective action planning with root cause pareto charting and continuous improvement drivers

Selected Client: Sun Life Financial (insurance provider); Hong Kong (July – December, 2009)

Managed 9 person team through 24 week life insurance operations project to decrease costs by \$5.3M HKD/yr. Simultaneously achieved labor cost savings and improved application and claims turn-around time.

- Reduced claims request backlog and turn-around time by 10 days (T+14 to T+4) through elimination of rework due to assessors processing claims beyond their authority limit / requiring further assessment
- Balanced new client application underwriting volume through implementation of staggered commission leading to 70% reduction of underwriter overtime hours and improved application turn-around time
- Trained 7 FTE Business Process Improvement team on Lean Six Sigma tools for continuous improvements

Honeywell Aerospace

Tempe, Arizona

Stockroom & Logistics Continuous Improvement Intern;

May, 2005 – August, 2005

- Certified Lean Six Sigma Green Belt on stockroom inventory and staff productivity improvement project

EDUCATION

Arizona State University, W.P. Carey School of Business

Tempe, Arizona

Bachelor of Science, Supply Chain Management;

August, 2002 -May, 2006