MICHAEL O'CONNOR PhD

163 Sparhawk Street

Portsmouth, NH 03801

(978) 204-2609

oconnorassociates@gmail.com

RANGE OF EXPERIENCE

Michael O'Connor is passionate about driving business transformation and enterprise excellence. For the past 20+ years, Michael has been transforming teams and organizations using Lean, Six Sigma, Agile, DevOps, Design Thinking, and Intelligent Automation. Michael is a Shingo Prize examiner and was recognized by the International Quality and Productivity Center as the Master Black Belt of the Year.

Dr. O'Connor collaborated with Mark Hamel, on the Shingo Prize-winning book *Lean Math: Figuring to Improve* (published by the Society of Manufacturing Engineers).

In driving transformation, Michael draws on 20+ years of consulting/coaching experience in several industries including Healthcare, Manufacturing, Business Process Outsourcing, Telecommunications, Insurance, Financial Services, and Semiconductor Manufacturing.

PROFESSIONAL AND BUSINESS HISTORY

KPMG: Director, 2018 to 2023
PricewaterhouseCoopers: Director, 2011 to 2017
Herren Associates: Associate/Managing Director, 2009 - 2011
Unisys: Business Excellence Director/ Global Lean Deployment Leader/ Master Black Belt, 2005 – 2009
Juran Institute: Consultant/Account Executive, 2003 – 2005
Axcelis Technologies: Master Black Belt, 2000 – 2003
EATON Corporation: Senior Applications Engineer, 1996-2000

PROFESSIONAL AND BUSINESS EXPERIENCE
Recent projects
- Led project team that eliminated 400,000 hours from interim reviews.
- Designed systems to support a Quality Management System.
- Introduced BPMN and Process Classification Frameworks to a large, regulated, financial services company.
- Led Data &n Innovation team for a large, regulated, financial services company.
- Developed policies and procedures for Value reporting.
- Developing strategy for Audit Continuous Improvement program.
- Developed framework for self-directed learning path for Audit Continuous Improvement program
- Fit for Growth engagement with a large multinational insurance company
- Chair of the Innovation Committee for the Halo for ERP Market Team.
- Halo Quantum Mechanics team leader. This R&D team investigated: continuous auditing, process mining, using belief functions to quantify audit comfort, and advanced fraud detection.
- Developed 2020 Vision.
- Facilitated quality improvement workshops with 100+ audit teams. Coached teams on identifying and eliminating waste, improving project management, and optimizing business processes including upfront coaching, walkthroughs, daily standup meetings, and various audit testing processes.

Lean
- Co-author of Shingo Prize-winning text: Lean Math: Figuring to Improve

- Michael was selected to lead the global deployment of Lean to Asia Pacific, North and South America, Europe, and the UK for a large IT services organization. Michael's responsibilities included curriculum development, executive coaching, kaizen facilitation, program management, and training.

- Dr. O'Connor led the development and deployment of a Lean Management System for a server manufacturer. The Value Stream improvements included: a 50% reduction in floor space; a 40% reduction in cycle time for the Pacemaker Loop; a 40% reduction in travel distance; and a 30% cycle time reduction in the stockroom.

- Michael led the effort that resulted in an 80+% productivity improvement for HSBC check processing at a BPO facility in the UK.

- Michael led the development of standard work for conducting kaizen events for a large IT services corporation.

- Dr. O'Connor led the effort to reduce cycle time and rework for the EMEA Maintenance Value Stream. As a result of these efforts, inspection cycle time was reduced from 960 minutes to 66 minutes, rework was decreased by 17%, and 30 quick wins were implemented.

- Michael created "Lean Tuesday", a weekly Lean newsletter for sharing team success stories and educating interested readers in the principles and philosophies of Lean.

Business modeling
- As part of a consulting project with the US Navy, Michael developed a model of naval readiness that is due to be published later this year.

- In a BPO engagement for a client with several facilities around the US, Dr O'Connor developed site-specific multivariate regression models of customer demand thereby enabling the implementation of a rational staffing model.

- As part of a CMMI certification effort, Dr. O'Connor created an Ordinal Logistic Regression model that predicted the number of faults found during the software development cycle.

Six Sigma

- Michael has led or coached the deployment of Six Sigma for a number of different organizations. He has a long track record of increasing certification rates and coaching projects that deliver significant certified project benefits.

- In addition to leading deployments, Dr. O'Connor has developed Lean Six Sigma training for several organizations, including Lean Practitioner training, Master Black Belt training, Black Belt training, Green Belt training, and computer-based White Belt training.

- Michael has trained and coached numerous Lean Six Sigma belts in the private and public sectors.

Michael O'Connor - Resume

- Michael successfully led the integration of Six Sigma into PACE™ for a semiconductor equipment manufacturer.

- Dr. O'Connor introduced Response Surface Methods, Weibull Analysis, and the Pi Theorem into the Six Sigma curriculum for a technology company.

- Dr. O'Connor is a certified Master Black Belt.

Quality
- Dr. O'Connor co-authored *Quality is Profit* which was published by ASQ.

- Michael served as a subject matter expert for ISO implementation and CMMI certification.

- Michael co-developed a Quality Functional Deployment house of quality for the next-generation ion implanter for a semiconductor capital equipment corporation.

EDUCATION AND CERTIFICATIONS

- Ph.D. in Physics, University of Massachusetts Lowell
- MS in Physics, University of Lowell
- BS in Physics, Case Western Reserve University
- BS in Electrical Engineering, Case Western Reserve University

Certificates

- Design Thinking for Innovation
- Data-Driven Decision Making
- Python for Everybody (Getting Started with Python)
- Python Data Structures
- Using Databases with Python
- Using Python to Access Web Data
- Inspiring and Motivating Individuals
- Managing Talent
- Influencing People
- Leading Teams
- Customer Analytics
- Managing Project Risks and Changes
- Initiating and Planning Projects
- Budgeting and Scheduling Projects
- Problem-Solving with Excel
- Model Thinking