

Steven Ouellette

2025 Red Cloud Road · Longmont, CO 80504-1975 · Home (303) 485-0653 · Office (303) 678-9705
steve@roi-ally.com · <http://www.linkedin.com/in/stevenmouellette>

Summary of Background

Management Information System and Strategic Plan Facilitator

Literally wrote the book on an integrated MIS and strategic planning process called Business Performance Excellence. Experience with for- and non-profit, manufacturing and service industries.

Management Consultant

Over 20 years of working with mid- to C-level management aiding management in defining and achieving their goals. Certified Management Consultant® through the Institute of Management Consultants, USA.

Experienced Industrial Researcher

Over 20 years of facilitating, designing, running, analyzing, and teaching designed experiments and other applied statistical tools in many different industries with over \$115 million in direct documented savings.

Educator and Public Speaker

Consistently ranked amongst the highest performing instructors by Master's degree students even when teaching technically challenging material. Highly rated public speaker and panelist. Certified Trainer for Prosci® change management methods and tools.

Writer

Popular author with an engaging writing style and ability to understandably communicate complex concepts. Publications include a book, monthly columns, articles, papers, and popular press.

Selected Experience

Senior Project Consultant, Office for Performance Improvement, University of Colorado

Instructor, Lockheed-Martin Engineering Management Program, University of Colorado

Director, Center for Business Performance Improvement, University of Colorado

President, The ROI Alliance, LLC

Monthly Columnist, Quality Digest

Adjunct Faculty, University of Colorado, Leeds School of Business

Senior Staff Associate, Luftig & Warren International

Senior Metallurgical Engineer, Aluminum Company of America

Selected Education

ME, Engineering, 2007

University of Colorado – Boulder, CO

Specialization: Engineering Management, Research Emphasis

Master Black Belt, 2000

Luftig & Warren International – Southfield, MI

Six Sigma Black Belt Training, 2000

Motorola University – Chicago, IL

BS, Metallurgical and Materials Engineering, 1990

Colorado School of Mines – Golden, CO

Minor – Guy T. McBride Honors Program in Public Affairs for Engineers

Complete Curriculum Vitæ

Employment History:

Current Position: **President**, The ROI Alliance, LLC

Time Period: 7/25/2002 to Present

Roles and Responsibilities:

- Lead the organization in procuring, developing, and delivering world-class consulting and training services in the realm of business performance improvement.
- Lead and implement Six Sigma initiatives at client sites.

Current Position: **Committee to Safeguard Impartiality Board Member**, Orion Registrar

Time Period: 11/04/2004 to Present

Roles and Responsibilities:

- Periodically examine and resolve conflict of interest issues within an international management system registrar.

Current Position: **Freelance Technical Feature Writer**

Time Period: 9/5/2006 to Present

Roles and Responsibilities:

- Write technical articles, features, white papers, etc. in areas of subject matter expertise

Position: **Quality and Continuous Improvement Manager**, Office of Information Technology, University of Colorado

Time Period: 5/12/2017 to 2/1/2019

Roles and Responsibilities:

- Provide expertise to Service Managers and supervisors to facilitate local continuous improvement efforts.
- Serve as subject matter expert in continuous improvement and quality management.

Position: **Instructor**, Engineering Management Program, University of Colorado

Time Period: 5/08/2007 to 5/10/2017

Roles and Responsibilities:

- Teach and develop graduate-level courses in the quality sciences and statistical analysis.

Position: **Senior Project Consultant**, Office for Performance Improvement, University of Colorado

Time Period: 9/01/2013 to 5/12/2017

Roles and Responsibilities:

- Implement Service Performance Excellence technologies in numerous divisions across the University to improve service quality while decreasing costs.

Position: **School Accountability Committee**, Heritage Middle School (appointed position)

Time Period: 9/10/2009 to 9/10/2012

Roles and Responsibilities:

- Guide creation of state-mandated school improvement team according to Business Performance Excellence criteria
- Responsible for developing, monitoring, and approving a School Accountability Plan, identifying gaps between the plan and actual performance, and, using the school's mission, vision, and core values, modifying the School Accountability Plan to close these gaps.
- Recommend prioritization of school expenditures.

Position: Lead Consultant, Center for Business Performance Improvement, University of Colorado

Time Period: 12/31/2009 to 9/1/2013

Roles and Responsibilities:

- Provide high-end consulting work for client businesses.
- Administer and oversee student and faculty projects.

Position: Independent Contractor, Colorado State University

Time Period: 9/17/2007 to 6/2/2009

Roles and Responsibilities:

- Develop and teach a four-day intensive Lean/Six Sigma Green Belt course

Position: Director, Center for Business Performance Improvement, University of Colorado

Time Period: 6/26/2007 to 12/31/2009

Roles and Responsibilities:

- Created the Center for Business Performance Improvement and attained sustainability
- Identified and matched local business needs with student and faculty.
- Administered and oversaw student and faculty projects.

Position: Monthly Columnist, Quality Digest

Time Period: 3/28/2006 to 6/11/2012

Roles and Responsibilities:

- Wrote monthly featured online column, “**The Six Sigma Heretic**” for Inside Six Sigma and Quality Digest, circulation 60,000

Position: Adjunct Faculty, Center for Advanced Engineering and Technology Education

Time Period: 2/14/2005 to 4/30/2007

Roles and Responsibilities:

- Taught 160 contact-hour Six Sigma Black Belt course

Position: Superintendent’s Parent Advisory Council, St. Vrain Valley School District (appointed position)

Time Period: 10/31/2004 to 5/2009

Roles and Responsibilities:

- Serve as a communication conduit between Alpine Elementary parents and school district Superintendent
- Report discussion topics back to Alpine community

Position: School Improvement Team, Alpine Elementary (elected position)

Time Period: 10/31/2004 to 10/31/2006

Roles and Responsibilities:

- Guided creation of state-mandated school improvement team according to Business Performance Excellence criteria
- Responsible for developing, monitoring, and approving a School Accountability Plan, identifying gaps between the plan and actual performance, and, using the school’s mission, vision, and core values, modifying the School Accountability Plan to close these gaps.
- Recommended prioritization of school expenditures.

Position: Adjunct Faculty, University of Colorado, Leeds School of Business

Time Period: 9/01/2003 to 5/08/2004

Roles and Responsibilities:

- Taught and developed courses in Total Quality Systems and Six Sigma

Position: Senior Staff Associate, Luftig & Warren International

Time Period: 2/22/1996 to 7/25/2002

Roles and Responsibilities:

- Led and facilitated projects at many client sites using experimental design, management system design, new and existing equipment start up, statistical process control, product design, problem-solving, quality improvement, measurement system analysis
- Taught and designed numerous courses to support project activities, including Six Sigma Green Belt, Six Sigma Black Belt, and Six Sigma Champion training

Position: Senior Metallurgical Engineer, Aluminum Company of America

Time Period: 7/22/1991 to 2/22/1996

Roles and Responsibilities:

- Responsibilities for 1XXX, 2XXX, 3XXX, 5XXX, 6XXX series aerospace and commercial alloys.
- Technical support for heat-treating and cold rolling.
- Developed an economical gauge to measure residual stress in aerospace alloys that proved to be in control and capable.
- Studied and applied statistical product and process control, designed experimentation, and Total Quality Management philosophy.
- Acted as Process Team Leader responsible for instituting product and process control and capability in an inaugural quality improvement effort.
- Lead Auditor for internal quality audits to ISO 9002.

Position: Metallurgical Assistant, Phelps-Dodge Chino Smelter

Time Period: Summer 1989

Roles and Responsibilities:

Responsible for various studies and technical reports related to copper mining and extractive metallurgy.

Position: Staff Metallurgist, Cyprus-Sierrita

Time Period: Summer 1988

Roles and Responsibilities:

Responsible for various laboratory tests, maintenance, and technical reports related to copper/molybdenum mining and mineral processing.

Publications

Luftig, Jeffrey, & Ouellette, Steven (Eds.). (June 2012). Business Performance Excellence. Bloomsbury Information Ltd.

Luftig, Jeffrey T. and Ouellette, Steven M. "The Decline of Ethical Behavior in Business - How the quality professional can and should meet the challenge." Quality Digest (QCI International), May 2009: 36-38.

Ouellette, Steven M. "Making the Case for SPC." Quality Nov. 11, 2007. <
http://www.qualitymag.com/Articles/Feature_Article/BNP_GUID_9-5-2006_A_1000000000000205945>

Ouellette, Steven M. "Minimizing Losses Using Parameter Estimates from SPSS' General Linear Models Routine Utilizing a Microsoft Excel Spreadsheet." Capstone project report for the University of Colorado Engineering Management Program submitted July, 2007.

Ouellette, Steven M. "Ask the Expert." Monthly Articles for Data Net Quality Systems, May to October, 2007.

Ouellette, Steven M. "The Six Sigma Heretic." Monthly Feature Articles in Quality Digest online starting in June, 2006 to June, 2012. <http://www.qualitydigest.com/read/content_by/42>

Ouellette, Steven M. "Black Belt Training: Coming to a Desktop Near You." InsideSixSigma Jan. 2006.
<http://qualitydigest.com/QDarticles/FMPro?-db=iq%5feditorial.fp5&-lay=article%20data%20form&editorial%20type=ISSArticle&release=yes&-format=QDarticle_text.html&articleID=8057&-script=cntaccesstype&-Find>

Ouellette, Steven M. "Steel-rolling Mill Lubricant Selection." Tribology & Lubricant Technology Nov. 2003: 44-47.

Ouellette, Steven M., and Michael Petrovich. "Daily Management and Six Sigma: Maximizing Your Return." Annual Quality Congress Proceedings. Milwaukee: American Society for Quality, May 20, 2002.

Ouellette, Steven M., and Dr. Althea D'Souza. "Flawless Equipment Start-Up: Conquering the Commissioning Blues," Annual Quality Congress Proceedings. Milwaukee: American Society for Quality, May 8, 2000.

Public Speaking

Presentation: “The Other Side of Succession Planning – Minimize disruption and maximize success,” Network for Change and Continuous Innovation (NCCI), April 19, 2018.

Presentation: “Strategic Planning and Policy Deployment: the Missing Components in Six Sigma Implementations,” Lean, Six Sigma, & Business Improvement Summit, Chicago, IL, June 23-26, 2009.

Panelist: “Leadership in Lean and Six Sigma,” Lean, Six Sigma, & Business Improvement Summit, Chicago, IL, June 23-26, 2009.

Presentation: “The Benefits and Pitfalls of Six Sigma,” 2007 Rocky Mountain Project Management Symposium, Denver CO, April 20, 2007.

Presenter and Exhibitor: “Daily Management and Six Sigma,” AspenTech 2002, Washington, DC, October 27 - 31, 2002

Guest Speaker / Presenter: “Six Sigma Black Belt Overview,” American Association of Industrial Managers (AAIM), St. Louis, MO, December 6, 2001

Presentation: “Six Sigma Overview,” 8th Annual Executive Conference, The Performance Improvement Team, Detroit, MI, July 16, 2001.

Professional Certifications:

LWI Certified Six Sigma Master Black Belt

Six Sigma Institute Six Sigma Black Belt

Certified Management Consultant®

Prosci® Certified Change Manager

Prosci® Certified Trainer

The R Programming Environment by Johns Hopkins University on Coursera

ASQ Certified Quality Engineer (expired)

ASQ Certified Quality Auditor (expired)