

John Kendrick

Management Consultant / Certified Six Sigma Master Black Belt

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Summary

John Kendrick is a Management Consultant experienced in change management and organizational transformation. Specialty areas include: Organizational Modeling and Simulation; Quality with an emphasis on Six Sigma; and Analytical Services supporting Venture Capital and Private Equity. John is a Certified Six Sigma Master Black Belt with extensive experience in transactional six sigma including expertise in software development process improvement, IT, strategy, and quantitative analysis using neural networks and advanced statistical methods.

Education includes six college degrees:

1. Master of Engineering in Simulation and Modeling, Arizona State University, **Inducted: The National Honor Society of Phi Kappa Phi

**Inducted: The National Industrial Engineering Honor Society Alpha Pi Mu

2. Master of Applied Statistics, Penn State,

**Inducted: The National Honor Society Phi Kappa Phi

3. MBA (Finance), University of Pittsburgh, Katz Graduate School of Business

4. BA Economics, University of Pittsburgh

5. BS Math and Computer Science, University of Pittsburgh

6. BS Physics, Purdue University

Professional Certifications:

1. Certified Six Sigma Master Black Belt, SigmaPro

2. Certified Six Sigma Black Belt, American Society of Quality (ASQ)

3. Certified Reliability Engineer, ASQ

4. Certified Software Quality Engineer, ASQ

5. Certified Reliability Estimation, SigmaPro

6. Lean Enterprise, Arizona State University

7. Lean Manufacturing Management, IDL Systems

Work experience includes: Motorola, Qwest Communications, Booz Allen Hamilton, Freddie Mac, US Navy (NAWCAD - Naval Air Warfare Center Aircraft Division)

Outstanding Achievement Awards from:

1. Motorola

2. Qwest Communications

3. United States Army

Representative Publications:

John Kendrick and Daniel Saaty, " Analytic Hierarchy Process (AHP) for Six Sigma Project Selection and Portfolio Optimization", Six Sigma Forum Magazine, American Society of Quality, 9/2007

Specialties

Simulation and Modeling, Six Sigma, Quality, Lean, Strategy, Organizational Transformation, Analytic Hierarchy Process (AHP), Forecasting and Econometrics, Operations, Supply Chain Management, Logistics, IT, ITIL, Linear and Non-linear Optimization, and Employee Satisfaction and Productivity Improvement Systems, Neural Networks, Venture Capital, Private Equity, Simulation and Modeling, Data Mining, Data Stratification, Market Segmentation, Advanced Statistical Methods.

Experience

Principal at Business Process Management, Inc.

January 2003 - Present (5 years 5 months)

Simulation and Modeling, Advanced Statistical Analysis, Design of Experiments, Response Surfaces, Six Sigma, Quality, Software Development Process Improvement, IT, ITIL; Analytical Services supporting Private Equity and Venture Capital

3 recommendations available upon request

Executive Director of Quality at Ygomi, LLC

2006 - 2007 (1 year)

Engineer Software Lead/Six Sigma Black Belt at Motorola

January 2001 - December 2002 (2 years)

Software Development Process Improvement, Software Reliability Studies, Software Quality and Capability Maturity Model (CMM), TL-9000.

2 recommendations available upon request

Education

Arizona State University

Master of Engineering in Simulation and Modeling, Industrial Engineering and Computer Science, 2007 - 2007

Activities and Societies: The National Engineering Honor Society Alpha Pi Mu - Arizona State University Chapter, The National Honor Society Phi Kappa Phi - Arizona State University Chapter

Pennsylvania State University

Master of Applied Statistics, Statistics, 2004 - 2004

Activities and Societies: The National Honor Society Phi Kappa Phi - Penn State Chapter

University of Pittsburgh - Joseph M. Katz Graduate School of Business

MBA, Finance, 1995 - 1995

University of Pittsburgh

BA, Economics, 1994 - 1994

University of Pittsburgh

BS, Math and Computer Science, 1990 - 1990

Purdue University

BS, Physics, 1985 - 1985

Honors and Awards

The National Engineering Honor Society Alpha Pi Mu

The National Honor Society Phi Kappa Phi

Outstanding Achievement Awards from:

*Motorola

*Qwest Communications

*US Army

Interests

Six Sigma, Neural Networks, Advanced Statistical Analysis, Simulation and Modeling, Design of Experiments, Response Surfaces, ITIL, Software Development Process Improvement, Software Metrics, Reliability Engineering, Quality

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5 people have recommended John

"John is an expert at understanding what will make any company take a leap forward in effectiveness, growth and profitability. John's insight will be the difference between trying to hold on for a few more years, or trying to hold on as your company rockets! If you need help understanding what you need to do in order to achieve your higher goals, then you need to talk to John."

— **Claire Devereux Thompson**, *Owner, Sterling Advertising Company*, was with another company when working with John at Business Process Management, Inc.

"John was contracted to Freddie Mac as a Master Six Sigma Blackbelt. The knowledge I attained during my collaboration with John was immeasurable. He is incredible gifted, intelligent, productive, and most of all focused on producing the best product for his Customer. He will do much service to anyone lucky enough to request his service. In addition, as a mentor and teacher of process techniques and methodologies, he proved to be both passionate and patient. Both qualities that I appreciated and benefited from."

— **Elzbieta "Ela" Zawadzki**, *Documentation Manager/Process Analyst, Freddie Mac*, reported to John at Freddie Mac

"John as a natural talent of analytical deduction and keen interest in understanding the big picture. He brings with him a strong understanding of the market and is able to dissect issues and present them effectively. John has been at the forefront of Quality methodologies and Six Sigma implementation. His commitment in Six Sigma, process characterization, and quality control led to unsurpassed quality and productivity yields. I highly recommend John Kendrick."

— **George Chemers**, *Director, Resource Planning and Management, Motorola*, managed John indirectly at Motorola

"John is one of the strongest technical MBB's who has come through the SigmaPro MBB certification program."

— **Doug Mader**, *CEO, SigmaPro Inc.*, worked with John at from SigmaPro Inc.

"John is a very detailed and logical Six Sigma professional. He applies his vast life experiences to each project he undertakes. His research and recommendations on Product/Software Quality and

Development Process Improvement while at Motorola were spot on and produced excellent results. I have consulted with John on other quality initiatives since leaving Motorola and his guidance has been greatly appreciated!"

— **Bill Horwath**, *Section Manager, Engineering Support, Motorola*, worked with John at Motorola

[Contact John on LinkedIn](#)