

Bruce C. Berger Biography



Consultant Experience ***1992 – Present***

Bruce is a management consultant and **Master Black Belt** who has been providing Six Sigma and LEAN quality statistical tools and techniques training and coaching to private and public sector organizations since 1992. Organizations include:

Private Sector: Chase Home Finance, Chase Bank, Merrill Lynch Credit Corporation, HomeGold, Barnett Bank, First Union, SunTrust, Bank of America, LandAmerica, ING, Lucent Technologies, Ford Motor Company Dealerships, Toyota Dealerships, Pacific Bell, Alachua Memorial Hospital, Nortel, Amelia Island Plantation (Resort), COM21, Family Services of Metro Orlando, **Big Bend Community Based Care (Managing Entity for Behavioral Health)**, Lighthouse of Central Florida, Florida Rock (concrete production and delivery), Lender's Services, Inc., United Way of Martin County and Heartland for Children, Novo Nordisk, Nautilus International Holding Company, Eckerd Community Alternatives, Canadian Partnership against Cancer, Camden-Clark Medical Center, BioBridge Global, QualTex Laboratories, Inc., South Texas Blood and Tissue Center, American Association of Blood Banks (AABB), Florida Benchmarking Consortium, Lebanon Seaboard Corporation (LSC), **Community Health of South Florida (CHI)**, Rifle Paper Company, Stetson University, Freese and Nichols Inc., Barry University, **Life Management Center (Behavioral Health Provider)**, **Tennessee Municipal Benchmarking Project (20 TN cities)**, **Florida Benchmarking Consortium.**

Public Sector: **Florida State Hospital (Mental Health)**, U.S. Postal Service, 🕒, **Northeast Florida State Hospital (Mental Health)**, Florida Department of Juvenile Justice, Florida Department of Transportation, **City of Jacksonville**, **Florida Agency for Persons with Disabilities**, Florida Department of Education, **Florida Division of Blind Services**, **Florida Division of Vocational Rehabilitation**, Florida Agency for Workforce Innovation, NATO, **Brevard County**, **Orange County Parks and Recreation**, **Orange County Clerk of Circuit Courts**, **Brevard County Department of Health**, **Children Medical Services**, U.S. Army Medical Materiel Agency, **Miami-Dade County**, **City of Miramar (Florida)**, Small Business Development Center (SBDC), **St. Lucie County**, **City of West Palm Beach.**

Bruce has extensive work in utilizing Six Sigma Statistical Process Control and LEAN techniques within local, state and federal government organizations.

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LEAN techniques are taught and applied in a Six Sigma “DMAIC” problem solving “framework” and now include more analytical decision support tools to inform Lean analysis and decisions. Lean and Six Sigma tools and techniques taught include the following:

Lean Six Sigma Tools/Techniques Taught in *Green Belt* / *Black Belt* Courses

Step	Lean-Green Belt <i>(Apply)</i>		DMAIC - Green Belt <i>(Apply)</i>		Black Belt <i>(Apply)</i> <i>(GB Understand)</i>	
	Concept	Tool/ Technique	Analytical Tool / Technique	Decision Support Tool	Analytical Tool / Technique	Decision Support Tool
DEFINE	<ul style="list-style-type: none"> ▪ Process Speed ▪ Seven Wastes 	<ul style="list-style-type: none"> ▪ Problem Selection Matrix ▪ Value Stream Map (As Is) ▪ Flowchart (basic) ▪ Line Graph ▪ SIPOC ▪ VOC Matrix 	<ul style="list-style-type: none"> ▪ Line Graph ▪ Flowchart (basic) ▪ SIPOC ▪ Survey (basics) ▪ Project Planning Worksheet ▪ Project Charter 	<ul style="list-style-type: none"> ▪ Brainstorming ▪ Multivoting/ Nom Grp Tchng ▪ Selection Matrix ▪ VOC Matrix ▪ PAL ▪ Strategic Plan Matrix ▪ Team Stages of Growth 	<ul style="list-style-type: none"> ▪ Advance Survey ▪ Affinity Diagram ▪ Stakeholder Analysis ▪ Kano Analysis ▪ Quality Delivery System (QDS) ▪ Advanced Flowchart Analysis 	<ul style="list-style-type: none"> ▪ Situation Appraisal ▪ 7 Problem Analysis Tracks ▪ Critical Path Method (CPM)/PERT Charts ▪ Process Dec Progrm Charts (PDPC) ▪ Top Down/Bottom up Communication ▪ CTQ/CTX/SMART/RA CI/WBS
MEASURE	<ul style="list-style-type: none"> ▪ Seven Wastes 	<ul style="list-style-type: none"> ▪ Overall Equip Effect'nss (OEE) ▪ Dock to Dock (DTD) ▪ Rolled Throughput Yield (RTY) ▪ Build to Schedule (BTS) ▪ Work in Process (WIP) 	<ul style="list-style-type: none"> ▪ Checksheet/Spreadsheet ▪ Pareto ▪ Sigma (DPMO/DPU) Level ▪ Histogram ▪ Bar / Pie Graph 	<ul style="list-style-type: none"> ▪ Target Setting Worksheet ▪ Problem Statement ▪ Cost of Poor Quality 	<ul style="list-style-type: none"> ▪ Sampling/Data Types ▪ Probability/Statistics ▪ Measurement Systems Analysis (MSA) ▪ Gage R&R ▪ Statistical Disb'ns 	<ul style="list-style-type: none"> ▪ Value Matrix ▪ Benchmarking ▪ Net Present Value (NPV) ▪ Return on Investment (ROI)
ANALYZE	<ul style="list-style-type: none"> ▪ Bottle-necks ▪ Capacity Constraints 	<ul style="list-style-type: none"> ▪ Qualitative Analysis ▪ Non-Value Added Analysis ▪ Takt Time ▪ Theory of Constraints ▪ Quick Changeover ▪ Spaghetti Chart ▪ Simple Root Cause (A3 problem solving) 	<ul style="list-style-type: none"> ▪ Single Case Bore Cause and Effect Diagram (Fishbone) ▪ Scatter Diagram ▪ Contingency Tables (2x2) & Chi Square Test 	<ul style="list-style-type: none"> ▪ Qualitative Analysis 	<ul style="list-style-type: none"> ▪ Correlation/Regression ▪ Logistic Regression ▪ Analysis of Variance (ANOVA/ MANOVA) ▪ Hypothesis Testing ▪ t-Test, Design of Experiment(DOE) ▪ Box Plots 	<ul style="list-style-type: none"> ▪ Central Limit Theorem ▪ FMEA ▪ Project Diagnostics ▪ DMADV(DFSS) ▪ Design for Excellence(DFX) ▪ QFD
IMPROVE	<ul style="list-style-type: none"> ▪ Just-in-Time ▪ Pull (vs Push) System ▪ One-Piece (vs Batch) Flow 	<ul style="list-style-type: none"> ▪ Kanban ▪ 5S/Poka-Yoke ▪ Heijunka ▪ Kaizen Wrkshp ▪ Value Stream Map (Proposed) ▪ Total Productive Maint. (TPM) 	<ul style="list-style-type: none"> ▪ Before & After Flowcharts 	<ul style="list-style-type: none"> ▪ Countermeasures Matrix ▪ Barriers & Aids ▪ Action Plan (Gantt Chart) ▪ Cost/Benefit Analysis 	<ul style="list-style-type: none"> ▪ Creative Thinking ▪ Breakthrough Thinking ▪ Re-engineering 	<ul style="list-style-type: none"> ▪ Decision Analysis ▪ 12 Drivers of Successful change ▪ Six Thinking Hats ▪ Random Word ▪ Idea Box
CONTROL	<ul style="list-style-type: none"> ▪ Visual Management 	<ul style="list-style-type: none"> ▪ Proc Control Sys ▪ Andon ▪ Checksheet/Spreadsheet ▪ Control Chart Concepts 	<ul style="list-style-type: none"> ▪ Radar Chart ▪ Before & After Pareto/Histograms 	<ul style="list-style-type: none"> ▪ Sponsor Review ▪ Process Control System ▪ Checklist 	<ul style="list-style-type: none"> ▪ Statistical Process Control-Cntrl Chrts ▪ Process Capability (Pp,Ppk,Cpm,Cp,Cpk) 	<ul style="list-style-type: none"> ▪ Management Report ▪ Dashboard

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Bruce has developed many unique Six Sigma and LEAN Analysis MS Excel Spreadsheet tools over the years to better analyze process data. Bruce specializes in customizing Six Sigma statistical analytical tools with LEAN approaches to ensure best improvement results are achieved by workers on the front line. Bruce, as a Master Black Belt, teaches LEAN workshops in addition to the standard Six Sigma Green Belt and Black Belt Courses. Bruce specializes in customizing training to best meet clients' organization needs and budget constraints.

In addition, Bruce has provided consulting services in the area of **Process Management, Design for Six Sigma (DFSS)** and **DMADV** processes including:

- Process flow chart mapping that displays the “best path” for workers
- Identifying end-of-process and in-process outcome metrics based on customer requirements to monitor the process
- Developing data collection instruments and management reports to monitor process outcome performance
- Identifying cause(s) of process variations and developing cost-effective plans to improve process performance
- Six Sigma statistical tools for Statistical Process Control and Analysis

Bruce has provided direct consulting services in the area of **Problem Solving** using systematic process and statistical tools to:

- Identify problems
- Stratify data to separate pertinent from non-pertinent data
- Analyze to identify and verify root causes of problems
- Develop cost-effective plans to address root causes and prevent recurrence of problems

Bruce also has experience in providing **Strategic Business Planning** with clients including determining stakeholder needs and priorities, developing strategic plans to meet critical needs, and identifying metrics to measure the progress of the plans in achieving those critical needs.

Courses taught include:

- Black Belt and Green Belt
- Process Management
- Lean Concepts
- Creative Thinking/Breakthrough Thinking
- Benchmarking
- Developing Satisfaction and Needs Surveys
- Team Leader and Team Facilitator

Education and Previous Work Experience

Prior to becoming a management consultant in 1992, Bruce held a number of management positions at Florida Power and Light (FPL) Company. Bruce managed a variety of operations as Operations Manager for distribution facilities, District General Manager, and as a Project Team Leader for development of an “Automated Budget System” for all FPL divisions (one-year assignment). During 1988-1989, Bruce played an active role in FPL’s pursuit of Japan’s “**Deming Prize**” (FPL was the first international company to win the award in 1989). In 1989, Bruce became an FPL Certified Statistical Application Expert (Black Belt) (Six Sigma statistical tools certification).

Prior to joining FPL in 1972, Bruce attended **Georgia Institute of Technology**, and earned a **Bachelors Degree in Electrical Engineering (BEE)** in 1972. Bruce also attended **Stetson University** and obtained an **MBA in 1975**.