Are you looking for someone who can:

"Think big picture, yet manage the details?"

"Create structure and systems?"

"Use their varied background and experience to creatively solve problems?"

"Improve your processes to save time and money and increase staff productivity and satisfaction?"

"Identify and translate end-user software requirements so programmers can do their magic?"

"Help Subject Matter Experts share their knowledge in ways that others can understand and apply?"

Call or email me today!

Deborah C. Miller, MA, PMP®

Areas of Expertise/Core Competencies

- Project Manager, PMP®
- Six Sigma/LEAN
- Process Improvement
- Process Re-engineering
- Process Mapping
- Value Stream Mapping
- Meeting Facilitation
- Communication
- Team Building
- Change Management

- Strategic Planning
- Instructional Design
- ADDIE
- Train-the-Trainer
- Training and Staff Development
- Needs Assessments
- Online Learning
- Procedure Documentation/Manuals
- Software Implementation Support
- Scriptwriting for Online Learning and Video

Software Expertise

- Microsoft Word, Excel, PowerPoint
- Adobe InDesign
- Camtasia Screen Capture Video
- Mindjet Mind Mapping
- GoToWebinar
- Microsoft Project Standard 2007
- WordPress

Familiar With:
- DocuTools
- Captivate/Articulate/Storyline/Lectora
- Moodle

Education & Credentials

- Project Management Professional (PMP®), Project Management Institute
- Certified Manager of Quality/Organizational Excellence, American Society for Quality
- Certified Logistics Associate Instructor (CLA), and Certified Logistics Technician Instructor (CLT), Manufacturing Skill Standards Council
- LEAN In Healthcare Green Belt, Leading Edge Group, Ireland
- Six Sigma Black Belt, Sigma Breakthrough Technologies, Inc.
- OSHA 501 OSHA Authorized Instructor, General Industry, Eastern Michigan University
- MA, Purdue University, Professional Communication
- BA, Purdue University, Interpersonal and Public Communication, Minor: Radio/TV
- AAS, Purdue University, Supervision

Experience

1995-Present   Miller Productivity, Fort Wayne, Indiana
Contract, Sub-contract, and Retainer-based Professional Consulting Services

Financial Services Project

A financial services organization realized that a key member of their staff, the only person responsible for processing the institutional pension business, was due to retire within 18 months. The goal of this project was to document the critical business processes, identify areas for improvement, and document processing procedures. The current staff did not have the expertise or time to complete this project.

As a result of this project:

- Two additional staff members were identified and trained for the processor position eliminating the key-staff risk to the department.

- 40 process maps were completed. These maps were used in training and future process improvement planning.

- 20 procedural manuals were created and uploaded to their shared drive.

- The analysis and recommendations document was used to implement several process improvements immediately saving the organization approximately $20,000. Future process improvements were identified which eliminated the need for software upgrades, a saving of $1Million.

Manufacturing Project

A foam manufacturer was expanding into the direct-to-consumer sales market via QVC's Home Shopping Network and did not have staff with project management experience to lead this complicated and demanding project. The objective of this project was to design and implement procedures to meet demanding production and delivery schedules for mattresses, mattress toppers and pillows.

As a result of this project:

- A new automated box packaging line was installed for the mattress toppers which reduced packaging time by 2 minutes per box. Employee injuries due to lifting were expected to be reduced as well.

- Visual packaging requirements for each product were installed at 3 new locations within the plant, reducing packaging rework.

- An accurate Bill of Materials for each product was developed which reduced materials costs by 7%.

- Each QVC show required 10,000-25,000 products be delivered to multiple QVC facilities within a specified time frame. The on-time delivery rate at QVC was 99%.

Online Learning Project

Consulting firm wanted to enter the online learning market with a variety of in-house developed courses. They needed a full-time resource with instructional design experience to lead the project. The goal of this project was to identify and purchase appropriate software, develop procedures for creating on-line learning courses, and to develop the first course for sale.

As a result of this project:

- Lectora software was purchased and two staff members attended training.

- Procedures were developed for outsourcing scriptwriting, graphics and Spanish translations. The cost savings for outsourcing vs. in-house staff were estimated at $60,000-$80,000 per year.

- The firm was well positioned with several in-house developed LEAN courses for sales staff to promote.

Manufacturing Project

A Rebar manufacturer updated their detailing, ordering and delivery management software. As a result, the role of the current contract administrators changed from a support position to a management role. The organization implemented a project to analyze and identify the new requirements, develop the training plan and deliver the training to 23 contract administrators from across the Midwest. The organization was focused on software implementation and did not have the staff to lead this project.

As a result of this project:

- The job description, performance evaluation and salaries were analyzed and rewritten. The change in role resulted in a pay increase of $1,000-$5,000 per year for most contract administrators.

- Procedural manuals were updated based upon the new software and new roles and staff reported greater satisfaction in their role as a result of using the material on an in-house poll.

- Training was delivered separately to both the Contract Administrators and Plant Managers. Course evaluations were positive. No statistics were obtained.

Healthcare Project

The hospital was unable to report adverse events accurately and initiated a project to develop a new database system. The project participants were assembled from many departments and multiple hospitals and required an outside resource to lead and coordinate the planning and implementation.

As a result of this project:

- Following software selection meetings, Peminic custom database software was selected for this project.

- Project team determined the custom screens to develop for reporting. These screens mirrored the requirements of the original paper form and used click boxes and dropdown selection tools to standardize data for reporting purposes.

- Unlike paper reporting, once an incident was initiated it was no longer "lost" on a manager's desk. The reporting was considered to be far more accurate although it was unknown how many reports were lost prior to implementation.

- The software was rolled-out to 8 hospitals within the health care system.

Financial Services Project

Financial services organization purchased a Client Management System (CMS) and needed additional staff to roll-out and train users nationwide. My services were initially contracted to provide training. As the project progressed, the project changed dramatically and required a project manager. In-house resources were not available and I moved into the project manager role.

As a result of this project:

- Training was delivered in ballrooms and hotel facilities, nationally to 35 locations (20-60 participants each).

- Many software "bugs" were discovered during training and initial use, resulting in the documentation of more than 75 "work-around" procedures.

The financial services organization purchased a company with an in-house developed Client Management System. A new project to transition to the new CMS was implemented. As a result of this new project:

- Database mapping for both the old and new CMS was completed and new fields identified for the new product.

- Systems to document software release and training were established.