

DAVID R. SEITZ

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SUMMARY

A clear track record of leadership and performance in five different industries; Dental Benefits Management, Financial Services, Timber & Wood Products, Aerospace, Engineering & Manufacturing.

Results oriented management consultant with diversified experience in organizational effectiveness, change management, continuous improvement, operational analysis and business systems implementation. Hands-on leadership experience of cross-functional teams resulting in significant performance improvements and cost reductions. Proven strengths in:

- Problem Solving
- Team Leadership
- Team Development
- Process Analysis
- Facilitation
- Community Collaboration
- Program Management
- Strategic Planning
- Audit Systems

WORK EXPERIENCE

Lind Consulting Group – Performance improvement consulting for companies, teams and individuals
Partner, lindconsultinggroup.com, Portland Oregon 2012-present
Provide expert consultation in business and strategic planning, project implementation, team functioning, communication breakdowns, productivity and leadership performance

Washington Dental Service, Delta Dental -- Leading dental benefits company in the state of Washington
Manager of Quality Assurance and Contracts 2008-2012
Manage QA and Contracts teams with responsibility to implement a company-wide continuous quality improvement initiative and to Lean the QA and Contracts business processes

- Streamlined group work processes and building high performance work teams, exceeding 15% annual improvement target
- Implemented a Quick Win Facilitation (Work Out) initiative to build quality improvement awareness and to deliver measureable improvement results,

Washington Mutual, Seattle, WA – Financial Services 2000 - 2008
First Vice President & Manager

Leadership of the Operational Excellence Services team responsible for implementing the company wide Operational Excellence strategy

- Designed and delivered numerous executive and team retreats and facilitated working sessions for strategic planning, process improvement and team building
- Developed initial strategy and deployment plan for a unique blended version of Six Sigma and Lean, branded Operational Excellence
- Delivered over \$850M of project benefits in three years, over 3000 trained executives and staff, leadership challenge commitments met for certification and project sponsorship
- Built a high performing work team that consistently exceeded performance goals

Vice President & Assistant Manager

Leadership of an internal consulting and project management team that delivered solutions for a wide variety of projects and business initiatives.

- Earned a strong reputation for consulting and developing relationships with key senior Company executives

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Washington Mutual (continued)

- Successfully implemented a self sustaining, internal consulting business practice
- Led development and deployment of a business wide strategic process management approach resulting in clear accountability, performance measures and measurable results

Weyerhaeuser Co., Federal Way, WA-Manufacture & Distribution of Paper, Timber & Wood Products
1994-2000

Team Leader/Director

Team leader for Quality and organizational effectiveness internal consulting team that led large-scale change efforts and process improvement projects.

- Implementation of a business management system for Information Technology targeted to save \$100 million annually.
- Facilitated Team development sessions using Covey 7 Habits of High Performing People
- Developed a unique, simple method for developing and implementing business management strategic plans to achieve continuous improvement goals (process management, leadership alignment, quality systems analysis)
- Relationship manager of consulting services for executive level leaders of financial services, information technology and human resources

Woodtape Co., Kirkland, WA-Manufacture and sales of wood products & independent consulting with Drake Beam and Morin 1994

Quality Systems Manager & Independent Consultant

Hands-on quality systems manager for a \$25 million wood products manufacturer.

Independent consultant specializing in quality systems implementation and large scale change management

- Provided leadership consulting and training to U S Bank and IBM
- Completed systems audit and led cross-functional teams through practical implementation of ISO 9000 requirements
- Developed and applied "return on quality" cost benefit analysis to prioritize and select improvement projects
- Project management and consulting to stream-line business processes, achieve business results and reduce overhead costs

ELDEC Corp., Lynnwood, WA - Design and manufacture of electromechanical aerospace devices
1987-1994

Director of Quality and Management Systems

Team leader responsible for, quality assurance, auditing, process re-engineering, software quality engineering, procurement quality, special project management and business services.

- Re-engineered an ineffective quality system, constructing a Total Quality Management, continuous improvement based system resulting in marked improvements in all performance measurements.
- Formed and lead process analysis teams for practical cost effective implementation for a wide variety of operating system process improvements, including ISO 9000 system requirements.
- Designed content and conducted continuous improvement workshop training for over 400 professional and shop employees.

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ELDEC Corp (continued)

- Developed and implemented strategic and operation plans to achieve a complex set of corporate initiatives targeted for lowest possible life cycle cost and highest possible customer satisfaction

Quality Systems Manager

Audit systems manager, internal consultant, process analyzer and improvement project team leader.

- Led numerous cross-functional teams in analysis and problem solving for a wide variety of operating systems improvements, which replaced redundant and inefficient systems.
- Responsible for managing the regulatory affairs process with Government agencies and key customers, resulting in reduction of deficiency reports by 75% and a streamlined approval process.

PACCAR, INC., Bellevue, WA – Design, manufacture and sales of transportation and industrial equipment
1969-1987 1969 - 1986

Business Systems Manager

Business systems development and implementation, trouble-shooter

- Succeeded in regaining quality system approval from the government by leading a company-wide audit response team through root cause analysis and corrective action
- Designed and implemented several complex systems, including strategic planning and project management, adding necessary management structure and control for a new product group.

Assistant Program Manager

Assisted in program management for a major military engineering and production contract

- Primary customer liaison for program administration
- Provided program budget control and manpower planning for a major engineering and production contract which was completed on time and within budget targets.
- Led preparation of technical data packages for a major redesign effort and met target dates for a demanding delivery schedule.

Assistant Employee Relation Manager

- Served as primary recruiter for professional, technical and management positions for a growing product group.
- Delivered professional and technical training using a needs assessment process which provided cost-effective training solutions for targeted results.
- Other assignments: Wage and salary administration, Union contract and grievance process administrator,

Engineering Technician and Plant Safety Engineer

EDUCATION

Lean/Six Sigma Black Belt
Certified Facilitator, Covey 7 Habits of High Performing People
Advanced Quality Systems Certification (Boeing ELDEC)
University of Washington, Executive MBA Program (ELDEC)
University of Michigan, Managers Program (PACCAR)
Seattle Pacific University, BA, Economics and Business, Engineering Science studies
Everett Community College, Associate, Mechanical Engineering