



**Willie Carter - President**

**Lean Management/Business Process Improvement Consultant**

With over 30 years experience in research and development, quality, manufacturing, operations, marketing, and business consulting, Willie L. Carter is a true Lean process improvement expert with a keen sense of identifying waste in processes and getting to the root cause of issues constraining operations using methodologies like Hoshin Planning, PDCA, A3, Theory of Constraints, etc. He is excellent at building strong relationships across all levels of a client organization and understands the importance of transferring knowledge to his client partners.

A trained and proven facilitator, Willie excels at motivating people to work towards a common purpose, while showing them how to be better and more efficient in their daily tasks. He has assisted and facilitated client teams from the pharmaceutical, automotive, construction, food, packaging, tooling and service industries in maximizing business performance through the implementation of Lean management, quality systems, and business process improvement.

In addition to his business experience he is also an adjunct faculty member of the Walter E. Heller College of Business Administration at Roosevelt University—Chicago, teaching graduate courses in Executive Leadership, and Statistics.

Mr. Carter has published numerous articles on process improvement and is the author of the book "Process Improvement for Administrative Departments—The Key to Internal Customer Satisfaction."

<b>Education</b>	<b>Certifications</b>	<b>Affiliations</b>
B.A. Chemistry, Southern Illinois University	Certified Lean Sensei	American Society for Quality
MBA ,Roosevelt University	Certified Manager of Quality & Organizational Excellence	Institute of Management Consultants
	Certified ISO 9000 Lead Assessor	Lean Enterprise Institute
	Certified Quality Improvement Facilitator	Beta Gamma Sigma Honorary Society
		Delta Mu Delta Int'l Business Society
		Kappa Alpha Psi Fraternity