



Staff Resume

Mr. Stan Duffendack

BACKGROUND

Stan Duffendack has over forty years of business experience in information systems and technology. He is a pioneer in the development of software tools for business process modeling and analysis. Outputs of these tools lead to creation of fact-based, quantitative business process improvement initiatives. He has worked with organizations in a broad range of industries including aerospace, manufacturing, pharmaceuticals, healthcare, transportation, insurance, banking and government.

AREAS OF EXPERTISE

Mr. Duffendack has personal experience in the areas of:

- Merging Business & Technology Strategies
- IT Systems Development
- Business Process Modeling
- Business Process Analysis
- Software/Hardware Development
- Systems Integration
- Program/Project Development
- Executive Consulting

CAREER EXPERIENCE

Mr. Duffendack teamed with JHolcombe & Associates in 2011 as a Senior Consultant. His other most recent accomplishments and assignments in helping companies streamline and automate key business processes include:

Industry Experience

- VP-Process & Analytic Services, Bluespring Software (2009 – 2011)
- President & Co-Founder, Orlando Software Group, Inc. (1996 – 2009)
- Business Manager, Commercial Software Engineering, SAIC (1994-1995)
- Corporate Account Executive, Digital Equipment Corp (1986-1994)
- Director, Information Systems, Westinghouse Power Generation (1979 – 1986)

Consulting Experience

- Abbott Labs, bulk labeling process optimization and staffing requirements assessment
- Accenture, call center modeling and process design
- Artco-Bell, Lean furniture production value stream mapping and analysis
- Baycare Hospital, case cart prep process analysis
- Dell Computers, capacity analysis for returns asset recovery process using discrete event simulation
- Duracell, battery production value stream mapping and analysis
- Emerson Electric, production line balancing and capacity analysis
- First Financial, recruiting and on-boarding process improvement
- Ford Motor Technical Center, value stream mapping and analysis training
- Gartner Consulting, Return on Availability model for IBM blade servers
- Great American Insurance, claim processing analysis
- Hatteras Yachts, assembly value stream mapping and analysis
- Hershey Medical Center, PeriOp process analysis
- Intel, value stream mapping and analysis training
- Lockheed Martin, FA-22 affordability analysis; FCR repair depot capacity improvement, MLD production planning Lockheed Martin, machining center capacity analysis
- Microsoft, technical call center operations value stream analysis
- Motorola, cell battery pricing and predation model
- Pratt & Whitney Rocketdyne, value stream mapping and analysis training
- Rockwell Collins, production value stream analysis
- Taylor Corporation, superstore production value stream analysis
- Toyota, benefits process improvement
- University of California San Diego Medical Center, revenue cycle process assessment

Government Experience

- Osceola County, IT procurement process analysis
- State of Florida, permitting process mapping and analysis for cycle time reduction



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- USAFE, Trouble Ticket process assessment
- US Army Red River Depot, Humvee repair process capacity analysis
- US Army TYAD, build to order cable production planning

CONSULTING ENGAGEMENT ABSTRACTS

- Management Consulting, Defense
Conducted an assessment of process management requirements for sustainment of a major defense system. Advised management on the costs, savings, and benefits for the systematic application of process modeling and analysis methods to reduce lifetime cost of ownership for affordable availability.
- Manufacturing Process Improvement:
Worked with plant management team to increase capacity for returned material processing for resale. Developed model of the production process to quantify resource requirements and identify capacity at bottleneck operations. Management was able to accommodate 40% growth in demand with only a 20% increase in the production line footprint and doubled throughput on existing lines within six months.
- Production Ramp Analysis:
Worked with manufacturing engineering to analyze capacity analysis of a production line and key manufacturing cell. Modeled the production process to quantify throughput capacity and resource requirements. Identified incremental increases in capacity and staffing on a timeline to meet contractual ramp-up in unit deliveries.
- Training in process mapping and analysis methods:
Led a team conducting a corporate training program for Aerospace black belts in Lean value stream mapping and analysis techniques using LeanView software tools.
- Production Throughput Assessment:
Consulted with aerospace six sigma team to analyze causes for production shortfalls in startup of a new, complex manufacturing process for electronic sensors with low yield. Used a process model to measure throughput capacity. Demonstrated that the process was capable of meeting current production requirements and recommended adjustments to reduce production line congestion and cycle times. Management was able to achieve rate.
- Repair Depot Capacity Expansion:
Army repair depot was operating at capacity due to facilities and regulatory constraints. Supported a proposal team using process models for what-if analysis of resource requirements, floor space, turnaround times and cost of off-site capacity expansion options.
- Management Consulting, Healthcare
Conducted an assessment of case cart preparation for surgical procedures. Designed an improved case cart process to achieve a 20% reduction in resource time, 25% reduction in cycle time and 30% improvement in first pass yield.

EDUCATION

Mr. Duffendack holds a B.S. in Physics from the University of Michigan and a M.S. in Industrial Engineering and Simulation from the University of Central Florida. He founded the Information Technology Internship program at the University of Central Florida and served as the Director from 2004 to 2009.

SOFTWARE PUBLICATIONS

SimLogic – discrete event simulator
SimSheet – monte carlo spreadsheet analysis
SimEstimator – project simulator for MS Project
LeanView – value stream mapping for MS Visio
ProcessView – process analyzer for MS Visio