



## Profile of Terence T. Burton



Terence T. Burton is President and Chief Executive Officer of **The Center for Excellence in Operations, Inc. (CEO)**, a management consulting firm headquartered in Bedford, New Hampshire with offices in Munich, Germany. Terry has nearly four decades of diversified industry experience in Executive Leadership, Operations, Quality, Engineering, Supply Chain Management, Distribution and Logistics, Maintenance and Repair, Customer Service, Finance, and Sales/Marketing. Terry is best known for his "hands-on" approach to consulting and his executive leadership savvy in achieving results and transforming organizations.

Prior to his consulting career, Terry held several senior executive and line management positions at Wang Laboratories, Polaroid, and Atlantic Richfield, and practice leadership positions with two premier international consulting firms – KPMG Peat Marwick, and Pittiglio, Rabin, Todd, & McGrath (PRTM). Terry has extensive and diversified experience working on thousands of improvement initiatives with over 300 clients in the Americas and Europe, ranging from large multinational Fortune 500 corporations to small and mid-sized companies, service organizations, and hospitals.

Terry has led many major strategic improvement initiatives in the following areas:

- **Lean Six Sigma and Large Scale Strategic Improvement Initiatives** – Improvement strategy and vision, leadership development, detailed deployment planning and execution, customized Kaizen, Lean, and Six Sigma education and certification, executive and improvement team mentoring, performance measurement, financial validation, adaptive improvement, and sustainability best practices.
- **Supply Chain Management** – Forecasting, sales and operations planning, ERP and enterprise system improvement, channel and pipeline analytics, complexity reduction, value stream synchronization, digital performance dashboards, global logistics, and inventory management, preventive maintenance, repair, and service parts management, outsourcing process improvement, and supplier development.
- **Product and Service Development Excellence** – Designing and implementing rapid time-to-market best practices, new product strategy, platform/portfolio planning, design for Lean Six Sigma, structured stage gate process design, hardware and software development, test and validation, commercialization and launch, integration processes (packaging design, multilingual literature, maintenance and repair, spare parts, etc.), program and life cycle costing, and optimizing return on development investments.
- **Transactional Enterprise Process Improvement**–Implementing technology-enabled best practices in the global network of transactional processes (customer service, credit and order entry, request for proposals, product management and rationalization, sales and marketing, advertising and promotions, pricing strategies, general accounting and financial management, excess and obsolete inventory, warranty, returns and allowances, quality management and reliability, engineering and facilities management, human resource management, and cost of compliance and regulatory processes.

Terry holds a B.S. and M.S. in Industrial Engineering from the University of New Haven, and an MBA from Boston University. He is a certified Six Sigma Black Belt, and has held several national positions with APICS, AME, ASQ, and PDMA. Terry is an industry recognized thought leader, implementation expert, distinguished keynote speaker and webinar presenter at many industry and professional associations, and has written hundreds of articles on business process improvement for various trade publications. He is the author of eight books, including *Out of the Present Crisis: Rediscovering Strategic Improvement in the New Economy* which will be released in Q2, 2012.