



James C. Webber

Strengths & Experiences:

- Practical statistical expertise
- Coaching and mentoring
- Strong management experience
- FDA interface experience
- Organizational and people skills
- Teamwork and cross-functional interface
- Process improvement and problem solving
- Medical Device compliance

Six Sigma Black Belt II (2009-10), Bay Care Health System, Clearwater, FL

- Led multiple Lean Six Sigma projects to improve internal processes, e.g.:
 - Streamlined nursing incentive pay process,
 - Facilitated lean project to significantly reduce risk of fines (HIPAA),
 - Stabilized and streamlined behavioral health admissions process.
- Lead statistical analyst (Minitab) on a major Lower Back Pain study (to be published in NEJM).

Lean Six Sigma Manager (2007-08), NY Independent System Operator, Albany, NY

- Revitalized a failing six sigma initiative.
- Dramatically increased the successful project completion rate (2 projects completed in three years prior to my arrival – over 40 projects completed in the last year).
- Drove getting the LSS initiative on track for long-term success – Lean Six Sigma Dashboard, recognition and rewards program developed and deployed, strengthened internal expertise.

Director, Business Process Management (2006-07), BlueCross and BlueShield of Vermont

- Developed and deployed the Process Management Strategy across the business.
- Led Process Excellence (six sigma) deployment.
- Organized and led a Process Excellence Leadership Team.
- Led the effective deployment of an executive dashboard.

Master Black Belt (2003-06), General Electric Healthcare Integrated IT Solutions (formerly IDX Systems Corp.), So. Burlington, Vt.

- Launched Six Sigma in Corporate Services functions.
- Led two Green Belt training waves.
- Led recruiting process improvement project with almost \$1M revenue enhancement benefit.
- Led multiple other process simplification, stabilization and improvement projects.
- Developed and deployed Sponsor training.
- Mentored four Black Belts with over 50 Green Belts.
- Multi-million dollars of financial impact obtained (cost savings & revenue enhancement).
- Worked directly with HR, Finance, IS, Sales and Legal departments and their respective Black Belts to identify, launch and execute projects in support of the organization's Big Y's.

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- Certified 15 Green Belts and 2 Black Belts.
- Led a broad Value Stream Mapping effort resulting in a comprehensive improvement plan.

Operations Process Excellence Leader (1996-2003), Ethicon Endo-Surgery,
Div of Johnson & Johnson, CT & Cinti, OH

- Drove Six Sigma strategy and implementation operations-wide (org of over 1200).
- Implemented metrics & scorecards to drive and monitor improvement efforts.
- Over \$15mm annualized benefits achieved.
- Leader of the Operations Process Excellence Leadership Team comprised of six sigma champions from each plant and function.
- Mentored Johnson and Johnson's first certified Black Belt (and dozens thereafter).
- Other positions: Business Unit Manager, Technical Services Manager, External Manufacturing Business Unit Manager.

Group Director of Quality (1990-1996), Mallinckrodt Medical, St. Louis, MO

- Responsible for total quality management and regulatory compliance at seven plants (including locations in Ireland and Mexico), strategy development and deployment, and direct interface with the FDA regarding compliance and regulatory issues.
- Launched continuous improvement using the Juran methodology, and TQM using the Baldrige Award criteria as a strategic framework. (Personally led the initial process improvement project).
- Multiple millions of dollars in benefits realized (cost savings, avoidance, and revenue enhancement).
- Extensive interface with all other functions in the business.
- Served as acting plant manager for a period of six months.

Additional Experience:

- Johnson & Johnson (9 years) -- Quality, Operations, and Product Development;
Positions: Quality Engineer; Technical Service Scientist; Project Scientist; Group Leader; Section Manager; and Consumables Product Development Center Manager;
- Dentsply International (2 years) -- Director of Quality Assurance and Regulatory Affairs;
- Abbott Labs (1 year) -- Quality Engineer;
- Sterling Drug (4 years) – Statistician (developed FDA process validation approach for corporation).

Education and Certifications:

- BA in Mathematics and Economics from SUNY@Albany;
- Extensive graduate work in Applied Statistics at Union College, Schenectady, NY;
- ASQ Certified Quality Engineer;
- Johnson & Johnson Certified Black Belt in 2002;
- ASQ Certified Black Belt 2005.

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