

EXECUTIVE SUMMARY

Academia: Passionate and experienced higher education faculty member designing and teaching Doctoral, Masters, Bachelors, and Certificate programs in Quality Systems Management in general and Lean, Six Sigma, and Project Management in particular. Trainer and teacher with passion for creating and delivering engaging and meaningful adult learning experiences. Lifelong learner and practitioner of experience-driven leadership development. Focused on Learning and Development with expertise as an executive coach in transforming individuals, teams, and organizations. Continue to be at the cutting edge of professional development via scholarly publishing, speaking at international conferences, and maintaining a number of industry certifications.

Industry: Servant leader with a wealth of strategic, operational, and tactical experiences in global companies. Seasoned Lean Six Sigma Black Belt with consistent and quantified impact. Facilitator of project and change management. Practitioner of Agile, Design Thinking, and Data Science.

CORE COMPETENCIES

- Executive and Organizational Coaching
- Operational Excellence (Lean Six Sigma)
- Project and Change Management
- Global and Cross Functional Facilitation/Consulting

CERTIFICATIONS AND AWARDS

- Organizational and Executive Coach, Teachers College, Columbia University, New York
- Lean Six Sigma Black Belt, Quality Manager, Software Quality Engineer, Quality Engineer, and Quality Management System Auditor – American Society for Quality (ASQ)
- Project Management Professional (PMP) – Project Management Institute (PMI)
- Change Management Professional – PROSCI
- Root Cause Analysis (RCA), Value Stream Mapping (VSM), Accelerated Improvement Workshop (AIW), and Production Preparation Process (3P) Facilitator – Boeing
- Advanced Communicator Bronze from Toastmasters International
- Boeing Corporate Recognition Award for Engineering Excellence from the American Society for Engineers of Indian Origin for integrating statistical engineering / data science in the Boeing Production System and global supply chain
- Won gold medal/first prize for technical paper at Indian Engineering Congress, Pune, India

PROFESSIONAL ACCOMPLISHMENTS

LOYOLA UNIVERSITY, New Orleans, LA 01/2022 – Present

Adjunct Faculty

- Designing and teaching MBA course in Lean Six Sigma in the College of Business

CAMBRIDGE COLLEGE GLOBAL, Boston, MA 07/2012 – Present

Adjunct Faculty

- Designing and teaching DBA, MS, BS, and certification courses in in Quality Systems Management in general and Lean, Six Sigma, and Project Management in particular
- DBA Chair for doctoral candidates
- Statistical Consultant for doctoral candidates

CITI, New York, NY 09/2022 – Present

Senior Vice President, Process Mining Analyst

As a part of the Enterprise Architecture Data Science team, driving process simplification and optimization initiatives by implementing process mining.

DR. GURBACHAN “GURU” CHADHA

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WILEY, Hoboken, NJ

12/2021 – 08/2022

Senior Director, Business Process Optimization

Heading the Business Process Optimization organization for strengthening enterprise processes and change agility.

- Created the Enterprise Center of Excellence (CoE) to implement an integrated process engineering and change agility framework.
- Reduced credit and collections - payment cycle time by 55.5% via process improvement by utilizing the Celonis Process and Data Mining application.

SLALOM, Morristown, NJ

06/2021 – 12/2021

Senior Consultant, Organizational Effectiveness (OE)

Led organizational effectiveness, business transformation, organizational development, change agility, and operational excellence initiatives across diverse industries.

- Conceptualized and implemented Human Capital Innovation at Johnson and Johnson. Promoted experimentation and data-based decision-making in the Human Resources function.
- Led Training, Change, and Communications for the Salesforce platform improvement for global medical studies review, approval, and execution for AbbVie. Successfully coordinated with Deloitte for technical and Cognizant for data issues.

JOHNSON & JOHNSON, New Brunswick, NJ

11/2016 – 04/2021

Global Experience Leader, Learning & Development

Created and improved personalized, human-centered employee experiences by deploying latest digital technologies.

- Accomplished global shared services transformation in Corporate Services, Global Services, and Business Unit Human Resources, leading to \$2B+ impact.
- Facilitated the global operationalization of the strategic and iconic leadership development program “Leading People at Johnson and Johnson” to unleash manager capability.
- Conceptualized and implemented Global Learning and Development experience, process, knowledge content, tools, and metrics, leading to \$1M+ value and topmost performance in Global Services HR for Net Promoter Score (NPS), Customer Satisfaction (CSAT), and Service Level Agreement (SLA) Adherence metrics.
- Reduced cycle time of Learning Administration cases 78% from 14 days (with 3rd-party vendor) to 3 days (in-source) by integrating people, process, and tools. Conducted on-site training and coaching of the learning team & partners at Manila
- Deployed technology tools including Workday for Performance and Development, SUMMIT for Learning Management System, Salesforce for Case Management, Celonis for Process & Data Mining, and Robotics Process Automation (RPA) UI Path for transactions as a part of the global shared services transformation.

METLIFE, New York, NY

12/2014 – 11/2016

Director Business Transformation

Conceived, introduced, and sustained “MetLife Way” / Lean globally as people leader of a team of 4 Change Agents.

- Led deployments for U.S. Operations, achieving \$1M+ savings per deployment.
- Coached 50 leaders at all levels for each 6-month Lean deployment.
- Co-created the Lean “Sustain and Grow” strategy by partnering with the McKinsey and Company Principal and implementing globally.
- Designed and delivered advanced Lean Academy programs globally.
- Conducted on-site training and coaching of the Customer Sales and Service Centers across China.

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THE BOEING COMPANY, Philadelphia, PA

02/2009 – 12/2014

Lean Practitioner / Process Engineer

Strengthened process rigor, solved complex engineering problems, and sustained Lean in defense and commercial divisions.

- Spearheaded cross-functional Six Sigma and Root Cause Analysis projects, realizing annual benefits averaging \$2M for V-22, CH-47, and AH-64 helicopter programs. Achieved Capability Maturity Model Integration (CMMI) Level 5 certification.
- Created predictive models with leading indicators of success, enhancing revenue and reducing costs.
- Conducted Lean Manufacturing Assessments for Boeing Defense and Commercial sites and coached 100 leaders on Lean behaviors, practices, and tools. Coached 60 Six Sigma Green Belts.

AMERICAN EXPRESS, New York, NY

05/2006 – 01/2009

Senior Manager Business Transformation

Strengthened Six Sigma, dashboards, and other analytical practices as people leader of a team of 3 Process Improvement, Knowledge Management, and Metrics Analysts and coach of 40 Six Sigma Green Belts.

- Directed cross functional Six Sigma process improvement projects, driving \$1M in annual average reengineering benefits.
- Decreased cycle time of dashboard creation 75% from 16 to 4 business days through integration of people, process, and tools.
- Accelerated Marketing Campaign Execution by reducing cycle time 50% per campaign, from 2 to 1 month.

COMCAST, Mount Laurel, NJ

05/2002 – 04/2006

Quality Systems Engineer

Benchmarked and integrated processes and cultures of Comcast and AT&T Broadband after merger as National Process Owner and people leader of 5 Process Improvement, Documentation, and Metrics Specialists.

- Designed, developed, and implemented an online Corrective and Preventive Action System leading to quantified process improvements in all departments. Achieved individual annual benefits averaged \$500K

COMVERSE, Mount Laurel, NJ

07/2000 – 12/2001

Software Quality Engineer

Achieved ISO 9001 quality management system (QMS) certification and quality improvements throughout the software development lifecycle

QUALITECH, Ludhiana, India

08/1992 – 02/2000

Principal Consultant, ISO 9001 Quality Management Systems

PUBLICATIONS

- Chadha, G., Meredith, K. (11/2013). Organic Innovation: Boeing Innovation Cells. Proceedings of ASQ Innovation Interest Group Conference, Sacramento, CA:ASQ
- Chadha, G., Touw, A., & Lenahan, S. (04/2012). Statistical Engineering: An enabler to Engineering Excellence. *The Boeing Technical Journal*, 1(3), 1-11.
- Chadha, G. (08/2012). Statistical Engineering: An enabler to Engineering Excellence at The Boeing Company. Proceedings of the Joint Statistical Meeting (JSM), American Statistical Association (ASA).
- Chadha, G. (05/2010). Sampling for Process Audits. Proceedings of the World Conference on Quality and Improvement, St. Louis, MO: ASQ.

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- Chadha, G. (03/2010). You don't need to be a statistician or a psychic to predict future performance using regression. Proceedings of the International Lean and Six Sigma Conference Orlando, FL: European Quality Institute.
- Chadha, G. (03/2000). Customer Satisfaction Measurement. Proceedings of the 7th Annual ISO 9000 Conference Dallas, TX: ASQ.
- Chadha, G., & Walia, G. (11/1998). ISO 14000 Environment Management System. In A. S. Bansal (Ed.), Proceedings of the National Seminar on Environment and Development (p. 91). Ludhiana, India: Indian Society for Technical Education.
- Chadha, G. (12/1991). Air Pollution Control – Brief survey of Air Pollution Control Systems and their viability to the small and medium scale industries. Proceedings of the 6th Indian Engineering Congress (pp. 101-108). Pune, India: The Institution of Engineers (India)

EDUCATION

- **Doctor of Business Administration** in Quality Systems Management, Cambridge College Global, MA, 06/2012. Doctoral dissertation on Statistical Engineering as an enabler to Boeing Engineering Excellence
- **Master of Science** in Quality Systems Management, Cambridge College Global, MA, 04/2004
- **Bachelor of Science** in Marketing Management, Bhartiya Vidya Bhavan, Bombay, India, 08/1993
- **Bachelor of Engineering** in Mechanical Engineering, Punjab University, India, 08/1992

PROFESSIONAL DEVELOPMENT:

- Examiner for the Malcolm Baldrige National Quality Award (2006)
- Judge for ASQ's International Team Excellence Award (2006)

PROFESSIONAL AFFILIATIONS:

- Senior Member, American Society for Quality (ASQ)
- Member of American Statistical Association (ASA)
- Member of Project Management Institute (PMI)