

Catherine L Griffin

EXPERIENCE

10/2012 to Present; Senior Program Analyst (Lean Six Sigma Master Black Belt); Headquarters, Marine Forces Reserves (MARFORRES), 2000 Opelousas Ave, New Orleans, LA 7014.

Command Master Black Belt responsible for developing and implementing Continuous Process Improvement (CPI) at the headquarters level and within the 150 subordinate commands. Responsible for conducting department assessments, Value Stream Analysis (VSA), Value Stream Mapping (VSM), and thorough gap analysis to identify, plan and conduct process improvement projects directly related and aligned to organizational mission and goals. Provide coaching/mentoring to Implementation Leaders to aid in establishing command CPI implementation plan to include Plan of Action and Milestones (POA&M) which addresses leadership briefings, identification/selection of potential Green Belt/Black Belts, planning/coordination of training needs and executing project plans. Provide Lean Six Sigma Yellow Belt (YB) and Green Belt (GB) training to civilian and military staff throughout the headquarters and subordinate commands.

01/2008 to 10/2012; Program Analyst; Installations & Logistics Dept., Marine Corps Business Office Enterprise, CPI, Headquarters, U.S. Marine Corps , 2 Navy Annex (Room 3305), Washington DC 20380-1775.

Sole Headquarters Marine Corps (USMC) Black Belt assigned to facilitate the strategic CPI implementation at MCAS Cherry Point, NC, MCRD Parris Island, SC, H&S Battalion Henderson Hall and 4th Marine Corps Recruiting District.

Responsible for leading organizations through the USMC Engagement Planning Process (EPP) utilizing the CPI Standard Deployment Model. Conducted organizational assessments, Value Stream Analysis (VSA) and thorough gap analysis to identify, plan and conduct process improvement projects directly related and aligned to organizational mission and goals. Provided coaching/mentoring to Implementation Leaders to aid in establishing command CPI implementation plan to include POA&M which addressed leadership briefings, identification/selection of potential Green Belt/Black Belts, planning/coordination of training needs and executing project plans.

Successfully integrated with numerous command activities including MCLB Albany, MCRD Parris Island, MCAS Cherry Point, MCAS Beaufort, MOBCOM Kansas City, MARFORRES New Orleans, NAVSEA Suffolk, MCB Quantico, and Headquarters Marine Corps at all command levels. Assisted and taught YB and GB certification courses, led VSA/VSM sessions, conducted high-level briefings and summary reports on projects and other activities assigned by CPI Program Office. Conducted several sessions on short-notice within tight scheduling and preparation deadlines, and successfully conducted these sessions with superior results.

Provided feedback to Deployment Champions and Implementation Leaders on project status results through written and verbal communication as well as formal presentations. Communicated and report strategic results/metrics to higher headquarters leadership through verbal and written communication and formal presentations. Used programs such as Continuous Process Management System (CPIMS) to share/present information. Used analytical and presentation software such as MiniTab, Excel, PowerPoint, iGrapx, and Visio to analyze and present pertinent data in understandable form to team members, Project Sponsors, Implementation Leaders and higher authorities at command and headquarters level.

Certified USMC Yellow Belt (YB) Senior Instructor; certified USMC Green Belt (GB) Senior instructor. Certified USMC Continuous Process Improvement Management (CPIMS) instructor.

Provided coaching/mentoring to Green Belts, Black Belts, Implementation Leaders, Deployment Champions and higher level leadership through the successful use of CPI tools (Lean Manufacturing, Theory of Constraints, and Lean Six Sigma), and by utilizing such techniques as just-in-time training as well as change management techniques. Planned and conducted Project Sponsor training as required to meet organizational resource/project needs. Provided mentoring to Green Belts and Black Belts at MCRD Parris Island, H&S Battalion, Henderson Hall in projects ranging from Kaizen/Rapid Improvement Events (RIE) to full-scale Lean Six Sigma DMAIC projects. Mentored four (4) successful projects which resulted in a 50% reduction of cycle time for MCRD Parris Island H&S Battalion limited duty process; 80% reduction in Recruit Sales invoice process time for MCCS White Bag Process; 70% reduction in number of days to qualify an instructor & 70% reduction in total number average man-hours at MCAS New River; and 50% reduction in cycle time of MCAS Cherry Point's Local Civilian Recruitment Process.

Planned, scheduled, conducted and led 6 VSA sessions at various commands, with participants consisting of numerous personnel from E-4 to O-6, and civil service employees from GS-7 to GS-15. Instructed all participants in the proper use of VSA/VSM tools, which resulted in identification and prioritization of future project ideas for commands where sessions were conducted. Developed course outlines/lesson plans and instructed Technical Round Table (TRT) training with CPI Program staff/team.

Utilizing DMAIC approach/standard CPI tools and templates, Black Belt Team Lead for Lean Six Sigma project at MCRD Parris Island focused on the Marine Corps Training Information Management System (MCTIMS) with project results of 70% decrease in entry cycle time and a savings of 2.33 hours of Senior Drill Instructor cycle time per Recruit (20,000 recruits per calendar year). Black Belt Team Lead for Rapid Improvement Event (RIE) at MCRD Parris Island focused on the FMD Work Order Reconciliation process with projects results of 69% reduction of total cycle time, 41% reduction in touch time, 54% reduction in process steps.

Successfully completed Jonah (Theory of Constraints) training, and passed requirements for Jonah certification.

9/2002 to 01/2008; Training & Development Specialist; Fleet Readiness Center (FRC) East Cherry Point (7.3.2), PSC Box 8021 Cherry Point, NC 28533

Provided process improvement support to Fleet Readiness Center (FRC) East Cherry Point 7.0 Corporate Operations Group. Central point of communication between 7.0 Corporate Operations Group Deployment Champion and 7.0 Green Belt candidates. Responsible for submitting continuous process improvement (CPI) ideas utilizing Process Improvement Worksheets. Responsible for reporting 7.0 Corporate Operations process goal metrics to 7.0 Corporate Operations Department Head. Facilitate CPI projects focusing on improving FRC East business processes using CPI tools such as Theory of Constraints (TOC), Drum Buffer Rope (DBR), Lean and Six Sigma. Analyze CPI projects using Value Stream Mapping (VSM); Define, Measure, Analyze, Improve, and Control (DMAIC); five focusing steps; critical thinking; and other processes analysis tools. Acted as a CPI project lead on continuous basis responsible for communication of CPI goals and provided guidance and direction to project team members to include FRC East CPI Council, Competency Leads, and other officials. Responsible for mentoring FRC East Cherry Point Six Sigma Green Belt candidates. Sigma Black Belt Team Lead on Printer Optimization Project (completed 27 Jun 07). Six Sigma Black Belt Team Lead on Net Order Process Project (completed 27 Jun 07)

Worked on temporary assignment with the FRC East Cherry Point CPI Team as CPI Training Coordinator/Event Facilitator. Served as member of Naval Air Enterprise (NAE) Merge Training Team tasked with developing and implementing a consolidated NAE-wide CPI Yellow Belt/Green Belt training curriculum.

Completed Phase II: Journeyman CPI Tools training plan (Jan - Jul 05) which included the following concepts: Theory of Constraints (TOC), Drum Buffer Rope (DBR), Concerto, Lean Manufacturing, Lean Office, 5 S Plus One, and Six Sigma.

Participated in the following CPI Events: AV8B Lean Event, Beneficial Suggestions Lean Event (2/05), 4.0

Beneficial Suggestion Kaizan (2/05), F402 Engine Lean Event (5/05), Project Prioritization Kaizen (11/05), Pre-Expended Bin Financial Team (5/06), AV8B Stabilizer (Joint effort with MALS-14 and NADEP Cherry Point)(5/06), 7.0 Project Identification Workshop (6/06).

Six Sigma Team Lead for Training Management System (TMS) Sign-in Sheet Six Sigma Project (Complete 12/05). Co-led PQDR Lean Event (3/05) and first Fleet Readiness Center East (FRC) and I, Level to D, Level (I to D) integration initiative which focused on the AV8B Stabilizer (5/06). Responsible for mentoring NADEP Six Sigma Green Belt candidates.

10/2000 to 09/2002; Personnel Specialist; MANCON, 51 East Plaza, Havelock, NC 28532;

Provided administrative assistance and coordination for Naval Aviation Depot (NADEP) Cherry Point Employee Development Office Developmental Programs and 1.0, 3.0, 4.0, and 7.0 Competencies. Solely responsible for day-to-day administrative support of approximately 500 Defense Acquisition Workforce members. Provided technical assistance for acquisition workforce members using mandatory Director of Acquisition Career Management (DACM) registration system. Interfaced with members of DACM Registrars office for programming issues and technical support beyond local command control. Advised managers, supervisors, and workforce members of Defense Acquisition Workforce Improvement Act (DAWIA) requirements, possible training solutions, certification and Acquisition Professional Community (APC) regulations, etc. Interface with NAVAIR headquarters regarding local requirements. Advised on continuous learning (CL) fulfillment procedures. Solely responsible for tracking DAWIA Acquisition Workforce Tuition Assistance Program (AWTAP) funds. Monitored AWTAP program budget. Prepared status reports and data calls responses. Worked with HRSC-E to resolve DCPDS errors for acquisition workforce members. Worked with HRO Classification to resolve coding errors for acquisition workforce members. Used automated Training Management System (TMS) to process request, authorization agreement, and certification of training via government purchase order (DD Form 1556). This includes creating course code for TMS course catalog, developing registration sheet in TMS as well as posting training upon completion. Coordinated technical on-site courses for competencies as well as centrally funded and command unique CL courses. Worked with vendor to develop course proposal, ensure security paperwork submitted and security procedures followed. Responsible for ensuring vendors receive proper payment, credit card or non-credit card. Scheduled and coordinated training events and evaluated training courses.

Researched and resolved training issues for service population of technical administration and professional employees. Processed nomination letters, course announcements and acceptance letters for onsite/off-site training events. Proficient with e-mail, PowerPoint, Excel and Word and proficient in performing research on the Internet. Prepared a wide range of documents using advanced desktop publishing, updated and revised existing databases and spreadsheets.

05/1994 to 02/2000; East Coast Deployment Coordinator; Park University, Bldg 4335, MCAS Cherry Point, NC 28533.

Administered and coordinated the Marine Corps East Coast Deployment Program. Prepared written and oral presentations to members of deploying units. Interviewed, reviewed credentials, and suggested teaching areas for prospective faculty. Designed term schedules, prepared instructor payroll, and requisitioned instructor materials. Promoted quality of academic programs by monitoring and evaluating faculty performance. Supervised responsibilities of staff and adjunct faculty. Provided assistance in applying for financial aid to include Veterans Benefits Certify Veterans Administration enrollments. Assisted students in resolving problems relative to academic, tuition, and administrative procedures. Prepared for meetings, inspections, and reviews affecting the operation of resident center.

EDUCATION

Lakewood High School, Lake Odessa, MI; 1982 High School Diploma
Villanova University, Tampa, FL; Master Black Belt Certificate , 2010;
Villanova University, Tampa, FL; MS Lean/Six Sigma Certification , 2006
Capella University, Minneapolis, MN; Master in Industrial Organizational Psychology , 2004; 4.0 out of 5

Point GPA; 60 Quarter Hours

Park University, Cherry Point, NC; Bachelor in Social Psychology , 1999; 3.75 out of 4 Point GPA;
126 Semester Hours

PROFESSIONAL TRAINING

Red Team Facilitation Workshop, 36 hrs, 08-15; Blanchard Values Training, 24 hrs, 06-10; Villanova MBB Training, 7.5 CEUs, 03-10; Jonah Training, 80 hrs, 10-09; Elite Facilitator Training, 16 hrs, 07-09; CPI Situational Leadership Program, 6 hrs, 05-09; Kaizen Workshop, 30 hrs, 11-08; Journeyman Instructor Training, 80 hrs, 09-08; Foundations of Leadership, 16 hrs, 08-08; Super Team Meetings Training, 16 hrs, 04-08; Yellow Belt Train-the-Trainer, 24 hrs, 08-07; AIRSpeed Deployment Management System (ADMS) Deployment Champion Training, 4 hrs, 01-07; Craven Community College, Supply Chain Management Application, 2.4 CEU's, 6-06; Villanova Lean Six Sigma, 7.5 CEU's, 12-05; GE Black Belt Training, 80hrs, 10-05; Villanova Black Belt Training, 9 CEUs, 9-05; Effective Executive Speaking, 24 hrs, 08-05; NADEP Cherry Point Journeyman, 07-05; Six Sigma Sponsor Training, Craven Community College, 24hrs, 6-05; Villanova Green Belt Training, 4.5 CEUs, 5-05; GE Six Sigma Green Belt Training Course, 80hrs, 05-05; NADEP Cherry Point AIRSpeed Yellow Belt, 40hrs, 01-05; Position Classification, 40 hrs, 08-04; Introduction to Employee Development, 24hrs, 9-02

PROFESSIONAL LICENSES/CERTIFICATES

USMC Green Belt Senior Instructor, 03-10; Blanchard Values Trainer, 06-10, Certified Jonah, 10-09; USMC Yellow Belt Senior Instructor Certification, 01-09; USMC Green Belt Instructor Certification, 09-08; Villanova University Six Sigma Master Certificate Program, 12-05; NADEP Cherry Point Six Sigma Green Belt 12-05; NADEP Cherry Point Journeyman, 07-05; NADEP Cherry Point Yellow Belt, 01-05

PROFESSIONAL RATINGS, AWARDS, AND RECOGNITIONS

Letter of Commendation: MCAS Cherry Point Mentor of the Year, 03-11; Performance Bonus, 01/09; Performance Bonus, 01-09; Special Act/Service Award, 08/07; Special Act/Service Award; 09-07; Superior Performance Award, 05/06; Superior Performance Award, 08-05; Performance Award, 07/04; Performance Award, 07-03

Additional Experience

01/2014 to Present; Adjunct Faculty; Loyola University, 6363 St. Charles, Ave, New Orleans, LA 70118

01/2019 to Present; Adjunct Faculty; Tulane University, 1440 Canal St, New Orleans, LA 70112

OTHER INFORMATION

Proficient in Microsoft Office, MiniTab software, iGrapx, Visio, Continuous Process Improvement Management System (CPIMS)

U.S. MILITARY SERVICE INFORMATION

Active Duty: 01/1983 to 12/1991 - U.S. Marine Corps

Campaign badges and/or expeditionary medals received: National Defense Service Medal

Honorable Discharge