Integrated LeanSigma Program

Program Overview from a Retail Impact Perspective

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Purpose: Overview the ILSS Program in Integrated Systems Engineering and address Retail Implications and Opportunities

Key Points:

- ISE’s are rapidly migrating into very non-traditional (for ISE’s) areas to include Financial, Health Care, and Retail Services

- Our Operational Excellence (Management Systems Engineering) Track in ISE is a perfect foundation and preparation for IE’s to ready themselves to make a contribution in these non-traditional areas.

- Program support is required to grow this area for ISE and for Ohio State Engineering
Education and Professional Experience

- The Ohio State University, BSISE, 1973
- Eastman Kodak, Service Systems Engineer, 1973-1975
- The Ohio State University, MSISE and Ph.D., 1978
- Oklahoma State University, Associate Professor, 1978-1984
- Virginia Tech, Full Professor, 1984-1997
- Executive Consultant for/with David Poirier at Loblaws, HBC, Noske Kaeser, Sears Canada (1991-2012)

Areas of Interest
Business Process Reengineering, Large-Scale Organization Transformations, Performance Measurement/Analysis/Improvement, Lean Sigma, Quality and Productivity, Strategic Performance Improvement Planning (strategy and policy deployment), Change Leadership and Management, Management Systems Engineering

Scott Sink rejoined OSU as an Executive in Residence in the Fall of 2007. Scott spent 19 years in academia teaching, writing, consulting and leading Quality and Productivity Centers. He ventured out into the private sector in 2000 and led Business Process Improvement programs at Exchange Solutions (Boston/Toronto) and MDS (Toronto). He successfully launched a best in class Lean Sigma program at MDS (globally) from 2004-2007. Scott served as President of IIE in the early 90’s and has been active with IIE his entire career.
Scott is the ‘facilitator’ for and a member of the IIE Council on Industrial Engineering, which has the following members.
Since 2007 numerous companies and organizations in the greater Columbus area have supported ISE capstone projects and hired ISE students.
Key Points about Scott’s Experience
Base relative to Retail

1. While at Virginia Tech, Scott and his Center, were one of three organizations that supported a 5-year transformation effort at Loblaws (Canada grocer and retailer) (1991-1998)


3. Scott was VP for Business Process Reengineering at Exchange Solutions in Boston/Toronto and worked with organizations on Customer Value Exchange Optimization (all in the retail, finance, and services space). (2000-2004)

4. And, most recently, Scott was hired, again, by David Poirier, at Sears Canada to be the Lead Architect for a Transformation there. (2009-11)
The focus of the ISE Lean Sigma course and work in this Program is to help organizations grow franchise value.
The ISE Lean Sigma Program focuses on all three ways for organizations to grow Franchise Value:

1. **Positioning Strategy**
   - Increase Franchise Potential
   - Geographic Coverage / Offerings Provided / Served Segments / Etc.

2. **Resource Allocation**
   - Optimize Relationship Investments
     - (Appropriate / Adequate / Efficient / Effective)
   - Value Exchange Management

3. **Execution**
   - Improve Investment Delivery
     - (Flexibility / Cost / Quality)
   - Productivity / Quality / Capability & Capacity / Consistency / Efficiency / Global Competitiveness
To Recap

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- Our Operational Excellence (Management Systems Engineering) Track in ISE is a perfect foundation and preparation for IE’s to ready themselves to make a contribution in these non-traditional areas.

- Program/Center Support is required to grow this area for ISE and for Ohio State Engineering.

- We are focusing on finding strategic partners (alum’s and other donors, project sponsors, etc.) so that we can grow this important program in ISE at Ohio State University.