

Keith James McKenna

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Sr Operations Leader | Lean Six Sigma/Op Ex Practitioner | Change Acceleration Professional

Team Builder & Facilitator | Talent Coach & Developer | Corporate/Initiative Strategist | Operational Excellence Consultant

PROFILE:

High energy, results oriented and hands-on business leader with extensive experience in manufacturing operations, product quality and technology development. Comprehensive training in Lean principles, Six Sigma methodologies and organizational dynamics, applied across varied industries and technologies have supported a career of successes and progressions driving operational excellence, organizational performance and a culture of attainment thru empowerment, inclusion and engagement.

Opportunities to have worked with companies ranging in maturity and structure from an entrepreneurial technology start-up, a \$300MM+ pool products market leader, Fortune 500 corporations and a heavily regulated medical device manufacturer provides me perspective when implementing change and controls within organizations that are sustainable and right sized to their capability, needs and growth objectives.

"[Keith] was regarded as a driven leader who was able to realize success due to his relentless focus on Quality... Any organization seeking an experienced Quality or Operational Excellence/Continuous Improvement leader will benefit from Keith's expertise and attention to detail." Tim Golden, COO Latham Pool Products

SKILLS & PASSIONS:

- Lean manufacturing
- Kepner Trageo
- KAIZEN
- Organizational training
- Employee engagement
- Organizational alignment
- Six Sigma Methodologies
- Design for Manufacturability
- Strategy creation
- Leadership coaching & development
- Cross-functional collaboration
- Communication & Shared Vision
- 8D (5 Why) Root Cause Analysis
- Change Management
- KPI development
- Operational Excellence
- Self-directed work teams
- DBS Structure

SELECTED ACCOMPLISHMENTS/EXPERIENCES:

- Supported/facilitated executive strategic planning and deployment activities tying corporate growth objectives/commitments to tangible measures and projects; enabled focused/objective based program management, accelerated project execution and reduced interdepartmental resource conflicts.
- Established measures & real-time dashboards to track internal & escaping product and transactional quality trends enabling 20% year over year reductions in customer complaints through operational standardization, focused project roadmap activity and innovation development; Total COQ savings >\$2MM.
- Achieved a 40% reduction in "inquiry to order" lead times through process modeling (VSM), optimization, lean initiative, employee engagement and introduction of real-time performance monitoring tools.
- Drove customer facing improvement programs through creation of complaint management systems, metric reporting, data analysis and focused projects; increased customer confidence & achieved best in class customer satisfaction scores.
- Developed and launched 5S, Lean Six Sigma, 8D and Continuous Improvement and Root Cause Analysis corporate initiatives; attained pilot site recognition for Philips Healthcare's "Simply Philips" (Lean Six Sigma) initiative launch.
- Progression in leadership responsibility spanning labor teams to (175), engineering groups to (8) and mid-level management staffs to (7) with accountability for up to (15) production facilities across the US & CA.
- Managed operating budgets to \$18MM while consistently delivering >\$1MM year over year savings in operational costs through lean initiatives and COQ improvements.
- Administered and remediated FDA non-conformances and warning letters to compliance with ISO13485 and cGMP standards resulting in closure of numerous FDA warning letters.
- Program managed proof of concept technology development supporting Philips Ingenia "helium free" MRI; introduced self-directed/empowered workforce culture to drive significant NPD lead time reductions.
- Scaled business/quality systems and developed right sized controls to enable the transition of an alternative energy technology company from entrepreneurial start up to industry leading commercial operations.

EMPLOYMENT HISTORY:

Ascent OpEx, LLC

Principal | Owner, Quality & Operational Excellence Consulting Services

Latham Pool Products, Inc.

Latham Pool Products is North America's leading manufacturer of residential swimming pools, components and accessories, with annual revenue exceeding \$300MM. Recognized for their industry-leading quality, support & delivery, LPP's focus on continuous improvement, innovation and product offering makes them the partner of choice for pool and spa professionals worldwide.

**Vice President, Corporate Quality & Continuous Improvement
Director, Corporate Continuous Improvement**

AngioDynamics

With annual sales exceeding \$300MM, AngioDynamics is a pioneer in the development and manufacture of medical products in support of fluid management, vascular access/intervention and oncology procedures. With manufacturing located in upstate New York, AngioDynamics is recognized as an industry leader and innovator in injection molding, component assembly, kitting and electro-mechanical system configuration.

**Director, Corporate Quality Compliance
Senior Mgr., Quality Assurance**

Philips Healthcare MRI

Evolution of the technologies of cryogenics and superconductivity, Philips Healthcare's Latham facility designs and manufactures perpetual electromagnets that are core to Philip's magnetic resonance imaging product suite, serving the health care and medical arts industries. Placing a high focus on disruptive technology creation, process improvement & lean manufacturing principals garners the Latham facility recognition as the MRI industry innovation leader.

**Mgr., Manufacturing Operations
Mgr., Advanced Manufacturing Engineering
Mgr., Technology Development and Service Innovation Programs**

Plug Power Inc.

Plug Power is the market leader in the Hydrogen Fuel Cell renewable energy industry. Through technology developments in proton exchange membrane modules, electro-mechanical control systems and power quality management Plug Power manufactures clean, generative power solutions for the UPS and motive power industries.

**Mgr., Product Quality
Mgr., Supplier Quality Engineering
Lead Product Assurance Engineer
Mgr., Quality Assurance
Six Sigma Master Black Belt**

GE Industrial and Power Systems

Positioned as General Electric's revenue leader, GE Industrial & Power Systems is the benchmark for power generation technologies, providing retrofit, upgrade or turnkey Steam & Gas turbine solutions to the world wide industrial power market.

Six Sigma Quality Black Belt

EDUCATION AND PROFESSIONAL DEVELOPMENT:

Union College, Schenectady, New York; BS, Mechanical Engineering

Philips Royal "High Potential" Leadership Development Program

ASME Management Training; Supervisory Training Program, Institute for Excellence in Manufacturing

GE Managerial Effectiveness Techniques & GE Leadership Skills Development Course(s)

GE 6 Sigma Quality Black Belt Certification