

Christopher Tichenor, CPA

Lexington, KY

Lean Systems Coach, Teacher and Facilitator

Highly skilled lean systems teacher, facilitator and coach. Lean Systems (Toyota Way) expert. Capable of identifying and facilitating teams to focus on increasing value and reduce waste (cost). Passionate and enthusiastic style. Skilled problem solver utilizing multiple methods.

PROFESSIONAL EXPERIENCE

Continuous Improvement Consultant – Marathon Petroleum Company (retired) August 2007 – October 2020 Findlay, Ohio

Responsible for teaching, facilitating and coaching identified employees in Lean improvements.

- Developed, trained and facilitated in “Pit Stops”, an internally branded lean technique to reduce the duration of outages causing production losses to achieve approximately \$25 million in value during last 3 years. Developed group at Marathon to be able to spread and continue this process after my retirement, including on-line materials for teaching, tools for assessment and applying these methods.
- Developed and taught overview classes in Lean Systems. Helped facilitate and mentor teams in numerous applications in marketing, distribution and planning, refining, pipelines and terminals to apply lean thinking to achieve over \$20 million in value over 10 years.
- Developed and taught Six Sigma Green Belt and Overview (over 1000 attendees) classes and mentored Certified Green Belt candidates.

Lecturer – Lean Systems Group, University of Kentucky, Centre for Manufacturing January 2005 – August 2007 Lexington, Kentucky

Responsible teaching and developing certification courses for the Lean Systems Certification and Lean Systems Masters Program. Taught two of six required courses to become certified in Lean Manufacturing from the University of Kentucky. In addition to public courses offered to industry, clients including, Boeing Defence Systems, Tyco Healthcare, Dana, Marathon Petroleum, and Rolls Royce Aerospace.

- Instructor, Lean Systems Management for the Shop Floor – an interactive simulation driven class to teach theory, practices and application of lean management focusing on daily routine and leadership for shop floor leaders.
- Instructor, Lean Systems Management for Leaders – an interactive simulation driven focus for leading lean transformations focused on systems thinking, lean philosophy, motivation and engagement.
- Instructor, Lean System Executive 5 day Overview – a collaborative summary of Lean Systems for executives.
- Instructor, Lean Systems Quality Systems – developed and taught a course that focused on quality systems using W. Edwards Deming, Joseph Juran and Six Sigma statistical techniques.

LEARN LEAN, LLC; St. Louis, MO

2004 - 2005

Sole Proprietor

- Collaborating as a certified instructor for the University of Kentucky to teach Lean Operations Management as part of the certification curriculum for the Center for Manufacturing.
- Worked with the Missouri Baptist Medical Center to apply Lean and Six Sigma processes in the Emergency Room. Identified potential time savings and improvements to improve the ER room from median to the upper 10% based upon a nationally published metric for ER performance.
- Facilitated the redesign of a manufacturing location using Lean principles reducing inventory to less than 2 weeks.

CONTINUED

COVIDIAN / MALLINCKRODT, St. Louis, MO

1991 – 2003

Value Stream Manager (ending position)

1995 - 2003

- Generated over \$2 million in cost reductions and over \$30 million in inventory reductions through facilitating lean improvements in process waste reduction, product flow improvements and pull systems.
- Developed materials and facilitated training in Lean Manufacturing for over 600 people throughout Tyco Healthcare, worldwide, leading to ongoing process improvement in their respective facilities.
- Initiated negotiations leading to \$1.8 million in annual purchasing and demand management savings for PCs, laptops, servers and peripherals (approximately 27% versus baseline) through the utilization of a cross-functional team and a RFP methodology.
- Reduced inventories by \$20 million (approximately 20%) over one year period through implementation of a Master Planning Process and applying Just-in-Time methods.
- Part of team that achieved plant goal of \$20 million in cost savings by improving the manufacturing work systems for an 1100 person plant.

Manager, Financial Analysis

1991 – 1995

- Developed on-line forecasting and budgeting system improving financial understanding and forecasting process for a pharmaceuticals manufacturing facility.

CHEMETCO, INC., St. Louis, MO - Controller

1986 – 1991

- Spent two years in Europe implementing on-line real-time accounting and commercial system for multiple company locations based in Belgium.

ARTHUR ANDERSEN & CO., St. Louis, MO - Senior Auditor

1982 – 1986

- Certified Public Accountant - Auditor with focus on manufacturing, banking and healthcare.

QUOTES FROM COLLEAGUES

“Most importantly, I learned from you that conforming to the way things are traditionally done is not the way to bring the most value to the company. It takes courage to stand against the norms and fight for things to be done differently. It is especially important and valuable (and eventually satisfying). I would not have the opportunity to lead a team without you. Honestly, I just would not have had the guts to discuss these things with the leaders without your support and prodding to do so over the past 5 years.”

Abby Trombley, Manager, Supply Distribution and Planning – Marathon Petroleum

“Chris is quite passionate about Lean and has an ability to change his audiences thought process to garner more thorough Lean thinking. The concepts he teaches alter the way people can approach any task.” do so over the past 5 years.”

Erich Heitzman, Turnaround Specialist, Ops Excellence Group, Marathon Petroleum

CERTIFICATIONS

- Certified Public Accountant – 1983
- Certified in Lean Manufacturing – University of Kentucky– 2001
- Six Sigma Black Belt - 2003
- Lean Systems Instructor – University of Kentucky - 2005 – 2007
- Certified Master Trainer – Train the Trainer – Marathon Petroleum - 2012