



# Jodie Doyle

## SELECTED CONSULTING EXPERIENCE

### Barclays – Retail Banking | Lean Coach & Value Stream Manager

Responsible for identifying, leading, designing, coaching and delivering numerous Lean initiatives across a wide variety of business operations. Delivered significant financial and non-financial benefits using rapid Lean techniques, including a £20m saving against loss targets through improved detection processes. Productivity improvements of 100%, the elimination of work backlogs removing the need for £105,000 overtime pa, and a 66% improvement in lead time for customer refunds.

### Barclays – Group Retail & Commercial Banking | Senior Project Manager International Change

Responsible for managing, designing and delivering a programme to achieve sustainable savings of 5% (of £200m cost base), across four European countries. Developing repeatable Lean processes for achieving savings to ensure maximum efficiency of resources, and create a customer focused and phased approach to delivery.

### Ford Motor Company | Senior Project Manager

Delivering European, cross-functional critical projects, including the successful co-ordination and delivery of ambitious roll-out plans to 44 markets and 25,000 dealers. Used Lean project methodology that enabled the dealer network to more effectively source and sell the right car. Exclusively responsible for driving and managing all IT work-streams required to consolidate multi-brand call centres, including the identification of common solutions across multiple business functions, brands and markets. Responsible for vendor selection, launch process and ultimate delivery of systems that enabled Ford Flight Europe and Corporate Travel to meet their cost initiatives, external and internal control requirements, streamline and automate their business processes, and improve service to customers.

### Ford Bank Europe | UK Project Manager & Business Analyst

Responsible for a number of consolidation projects requiring European travel to various Ford Bank locations in order to understand the product ranges between markets and brands, and identify potential synergies. This included working with Hertz to outsource Ford Bank products.

### The John Lewis Partnership | Floor Manager (Oxford Street, London)

Managing a team of 10-15 people, responsible for large, high turnover departments and providing excellent service to customers.

## QUALIFICATIONS

BA (Hons)

6 Sigma Greenbelt

Ford Certified

An experienced Lean Coach and Value Stream Manager. Proficient in Lean and Six Sigma tools and techniques, specialising in rapid benefit delivery.

Project Manager (Business and IT) for large global organisations in Financial Service, Retail and Manufacturing sectors. First-hand experience of Enterprise Project Management and application of Solution Delivery Methodology.

Change Management expert in the application of both La Marsh and ChangeFirst tools and techniques.

Portfolio Management of successful Lean initiatives from mobilisation to delivery.

## LEAN EXPERIENCE & APPROACHES

- Delivering training and coaching in the application of Lean and Six Sigma tools and techniques
- Facilitation of process improvement workshops: End-to-end value stream mapping and rapid improvement 'Kaizen' events.
- Application of Lean and Six Sigma tools to analyse the current state of a process and design an improved future state.
- Identification of customer needs and translation into measurable benefits through Customer Service Excellence techniques.
- Removing waste, excess cost and non-value-adding steps in processes to improve employee and customer experience.
- Identifying the root cause of inhibitors to success and providing solutions to mitigate them.
- Impact analysis, planning, implementation and embedding of new processes to become business as usual.
- Diagnosis, design and delivery of operational Centre of Excellence and 'cellular' Lean processes.
- Designing and embedding tools to create a Continuous Improvement culture

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