

# Bill Tolo

Sr. Project Engineer @ Best Buy

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## Summary

Accomplished Engineer proficient at combining industrial engineering analytical skills with qualitative leadership principles to improve business performance. Real world experience working in logistics, distribution, finance, retail store support, and manufacturing. Excels at leveraging strong working relationships across various business units while dealing with confidential information. Successful cross-functional team facilitator equally skilled as an independent consultant.

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## Experience

### **Sr. Project Engineer at Best Buy**

2010 - Present (5 years)

Provide facilities engineering support for eight distribution centers. Work with senior Best Buy leadership to ensure building repair and equipment maintenance programs are managed per Expense budgets. Manage Capital projects end to end to be on time, within budget and scope. Prepare, execute, and lead project plans for logistics while working with all stakeholders to ensure their point of view is represented and communicated throughout the project. Work with government officials to secure permits.

### **Chair at IIE Industry Advisory Board**

2011 - 2012 (1 year)

The goal of the Institute of Industrial Engineers' Industry Advisory Board is to be the essential link connecting IIE to practicing engineers, their managers, and the companies that employ them. The Industry Advisory Board's input provides valuable insight into the future of IIE, the profession, and will be used to shape the products and services offered to members.

### **UmtPlus Sales at PF&D Services, LLC**

2009 - 2011 (2 years)

Provide sales support for the Umt Products: UmtPlus® & UmtAudit™. UmtPlus® is work measurement software, e.g. timestudy & work sampling, for handheld computers. UmtAudit™ software enables auditors to easily make paperless assessments and create scored reports instantly.

### **Principal at PF&D Services, LLC**

2009 - 2010 (1 year)

Process Improvement & Work Measurement Consultant using Industrial Engineering, Lean, and Six Sigma methodologies, provides statistically valid work measurement analysis with recommendations for retail, service, and manufacturing business sectors. PF&D Services, LLC provides the benefits from over 25 years of real work experience to save your enterprise time and money.

*1 recommendation available upon request*

**Sr. Industrial Engineer at Best Buy**

2007 - 2009 (2 years)

*2 recommendations available upon request*

**Board of Trustees at IIE**

2007 - 2009 (2 years)

*1 recommendation available upon request*

**Sr. Profit Improvement Analyst at Macy's**

2005 - 2007 (2 years)

*1 recommendation available upon request*

**Twin Cities Chapter President at IIE**

2005 - 2006 (1 year)

**Store Support IE at Marshall Field's**

2000 - 2005 (5 years)

*1 recommendation available upon request*

**Logistics/Distribution IE at Marshall Field's**

1995 - 2000 (5 years)

**Industrial Engineer at Unisys**

1985 - 1995 (10 years)

IE for Printed Circuit Operations, Asset Refurbishment, and Midwest Mainframe Operations

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**Skills & Expertise**

**Lean Manufacturing**

**Work Sampling**

**Six Sigma**

**Cross-functional Team Leadership**

**Process Improvement**

**Time Study**

**Leadership**

**Analysis**

**Industrial Engineering**

**Performance Measurement**

**Supply Chain**

**Manufacturing**

**Management**

**Program Management**

**Operational Excellence**

**Continuous Improvement**  
**Supply Chain Management**

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**Education**

**Augsburg College**

MA, Leadership, 1990 - 1993

**University of Missouri-Columbia**

BSIE, Industrial Engineering

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**Interests**

IIE functions, Habitat for Humanity, running marathons, golfing & fishing!

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## 6 people have recommended Bill

"I have known Bill for several years now. I first met him at the Institute of Industrial Engineers (IIE) Solutions conference where he was presenting on one of his self administered work sampling projects. I have been attending several presentations on his work since then and was, together with him, a member of SWS - the Society of Work Science of IIE . Bill is really one of the better (real life) specialists in work measurement that I know. He did a great job in applying time study techniques to improve productivity, merely in not so obvious environments as retail stores and logistics. He is very practical oriented but still has a pragmatic and very effective approach. He recently teamed up with Laubress Inc, the leading company for time study and work sampling software on a PDA. This smart move will definitely create some great synergies in the future ! For anyone who is looking for an IE who knows what he is talking about, not just theory but very much in practice- I can certainly recommend Bill! And besides all that, he is a great guy to hang out with."

— **Dirk Van Goubergen**, *Professor, Ghent University (Belgium)*, was with another company when working with Bill at PF&D Services, LLC

"Bill was one of my Green Belts and in that role I found Bill to be very conscientious and diligent when it came to getting his work done and improving the operations of the distribution centers. Bill showed a true interest in learning new ways of thinking about business problems and fixing business problems and was always a pleasure to work with."

— **Andrew Vieth**, *Director Lean Six Sigma, MBB, Best Buy*, managed Bill indirectly at Best Buy

"Bill possesses an extensive set of analytical and technical tools. I could always count on impeccable analysis founded on solid engineering techniques and practices. In addition to his technical skills, Bill brings an energetic and engaging style to the workplace that leads to positive team results. At Best Buy, Bill was able to use his technical and interpersonal skills to lead many supply chain projects that will have a lasting effect on BBY operations. I am confident Bill will have a positive and meaningful impact to anyone seeking his services."

— **David K.**, *Sr. Manager Industrial engineering, Best Buy*, managed Bill at Best Buy

"Bill is a hard working individual who is able to communicate his ideas and recommendations very well. He follows up on his commitments and insures that promise dates are met. He has a very positive attitude and is very good to work with."

— **Helmut Welke**, *Sr. VP - Industry, Institute of Industrial Engineers*, worked directly with Bill at IIE

"Inquisitive and analytical are traits at which Bill excels. He follows his curiosity to study and analyze root causes, consider alternatives, and suggest practical solutions to real business opportunities. While at Macy's, Bill provided analytical support on several efforts in the Building Services area including a long-term effort to reduce energy demand; a project to implement a recycling process for corrugated and plastic waste; and reporting to drive greater awareness of and hence reduced use of overtime. He is very fluent in statistical process control, and created measurements that facilitated more accurate identification of real causes enabling effective prioritization and better utilization of scarce resources."

— **Larry K.**, *Operating Vice President - Building Services, Macy's*, worked with Bill at Macy's

"Bill worked for me as an IE in a retail environment. Bill brought a strong sense of detail and organization to a part of an industry that has traditionally not been very focused on work measurement and productivity enhancement. Bill's approach to the project was positive and focused on helping to find and implement productivity and efficiencies in a way that the client felt was supportive. I would recommend Bill to any organization looking to measure and then improve productivity and efficiency while being careful not to alienate the work group being studied."

— **John L.**, *Store Manager, Macy's*, managed Bill at Marshall Field's

[Contact Bill on LinkedIn](#)