

Ernesto Garcia

Operations Excellence

Summary

Why: In Deming's words: "I should mention here also the costly fallacy held by many people in management that a technical man...must know all about a process and all about the business in order to work in the company. All evidence points to the contrary. Competent men in every position, from top management to the humblest worker, if they are doing their best, know all there is to know about their work except how to improve it. Help toward improvement can come only from some other kind of knowledge." [And, I believe, that knowledge provides the innovation and transformation any company needs to succeed]. W. Edwards Deming (1975) "On Some Statistical Aids Toward Economic Production", Interfaces, V. 5, No. 4, August, p. 3. How: Hands on team oriented problem solving, mentoring and developing process improvement talent. Leading and following. What: Transform, create, and innovate processes and systems. Obtain results.

Experience

Director of Process Engineering at Crowley Maritime

October 2011 - Present (4 years 3 months)

Process transformation of operations for maritime, logistics and corporate business units. Projects encompass a wide range of approaches in Industrial Engineering, Operations Research, Lean-Sigma, and Statistics, starting and ending with the old and always effective duo: Gemba and closeness to your Customer.

Partner at PICG LLC

June 2008 - October 2011 (3 years 5 months)

Management consulting firm dedicated to help clients in Manufacturing and Electronic industries in the design and implementation of their strategic process improvement initiatives.

Invited Professor of Math and Stats at Texas A&M Corpus Christi

January 2010 - December 2010 (1 year)

Invited Assistant Professor of Mathematics and Statistics for Engineering, Health, and Social Science students: Helping our young talent to solve problems with statistical and mathematical thinking.

Contractor at Celerant Consulting

2009 - 2009 (less than a year)

Process improvement and manufacturing optimization for biotech, pharma, and food companies.

Consultant at SBTI

February 2003 - April 2008 (5 years 3 months)

Six Sigma Consulting and Training of a wide range of companies in the USA and overseas.

Consultant at Free Lance

1986 - 2003 (17 years)

Consultant and trainer in Six Sigma, Operations Research and Statistical Process Control.

Organizations

ASQ

Chair: Section 1506

July 2013 to December 2014

FSU and Florida A&M Industrial and Manufacturing Engineering

Member: Advisory Council

November 2013 to Present

Provide feedback to the department chair to help improve the educational programs, especially by providing a perspective from engineering practice. Help with the department's ABET (Accreditation Board of Engineering and Technology) evaluation metrics by providing survey feedback on IME's Program Educational Objectives. Help evaluate all of the senior design projects.

University of North Florida. Continuing Education Division

Logistics Advisory Council Member

August 2014 to Present

Languages

Spanish

(Native or bilingual proficiency)

English

(Native or bilingual proficiency)

Skills & Expertise

Process Improvement

Operations Research

Statistical Consulting and Data Mining

Discrete Event Simulation

Statistical Modeling

Process Engineering

Data Mining

Lean Manufacturing

Operational Excellence

Management Consulting

Supply Chain

Statistical Consulting

Value Stream Mapping

Business Process Improvement

Six Sigma

Change Management

Business Transformation

Strategic Planning
Supply Chain Management
Strategy
Manufacturing
Management
Performance Improvement
Operations Management
Leadership
DMAIC
Minitab
Black Belt
TQM
Business Process
Cross-functional Team Leadership
Continuous Improvement
Training
Supply Chain Optimization
Business Process Mapping
Logistics
Root Cause Analysis
5S
Quality Management
Kaizen
Program Management
Industrial Engineering
Analysis
Engineering
ISO
Iso 9000
Process Optimization
Production Planning
SPC
Toyota Production System

Education

University of Missouri-Columbia

Ph.D., Industrial Engineering, 1992 - 1995

Activities and Societies: President of the student chapter for the Operations Research Society of America (ORSA) at the University of Missouri-Columbia during 1994. Member of the Graduate student council at the University of Missouri-Columbia during 1993.

Tecnológico de Monterrey

Master of Business Administration (M.B.A.), Management and Economics, 1982 - 1985

Tecnológico de Monterrey

Bachelor's Degree, Mechanical Electrical Engineering, 1975 - 1981

Activities and Societies: ITESM's Track and Field team member

Honors and Awards

Fulbright Scholar.

Publications

Overland Move Planning for Intermodal Logistics with Order Uncertainty

ISERC 2013 Puerto Rico May 22, 2013

Authors: Ernesto Garcia, Z. Melis Teksan, Tianyi Pan, Joseph Geunes, Joseph Hartman

A variant of full truckload vehicle routing problem is being proposed to minimize "empty miles" for a transportation-logistics business unit.

Certifications

Change Management

Influencer

Ernesto Garcia

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9 people have recommended Ernesto

"I had the pleasure of managing Ernesto on a 6 month engagement that required him to assume responsibility of a complex work stream that needed to deliver significant operational improvements within an aggressive time table. He exhibited technical and tactical skills to not only attain the work stream deliverables, but to also establish himself as a trusted advisor to several layers of the clients organization. Ernesto maintained a high level of energy and discipline to not only make a positive impact on the client, but to also develop the skill sets of several junior members of the project team. Ernesto consistently identified additional areas of improvements, and worked with the client to design future improvement projects. He works well at every level of a client organization and project team, and I look forward to the opportunity to work with Ernesto again in the future."

— **Tom P.**, managed Ernesto at Celerant Consulting

"Ernesto is a very personable individual who works well with others and is always open to their thoughts and ideas. He is extremely knowledgeable and always willing to share his knowledge and expertise with others. He is a go to person for conceptual ideas, formulation of a plan, and deployment to successful completion. Ernesto's skills, abilities and personality are hard to find and a pleasure to have. Ernesto was a key player in the success of our deployment methodology. It would be my pleasure to again work with Ernesto, should the opportunity arise."

— **Bill H.**, was Ernesto's client

"Ernesto was a talented and insightful consultant for our company who provided us with many tools that continue to deliver results today. He has the ability to present his clients with clear solutions to complex issues. I continue to use the skillsets that he taught me every day."

— **Antonio D.**, was Ernesto's client

"Ernesto was exceptional as a Six Sigma consultant for Chemtura. Much of what I know now about Six Sigma and how to apply it I learned from him. He was as a mentor for me helping me to learn, teach and lead Six Sigma. I recommend him unconditionally."

— **Griff B.**, was with another company when working with Ernesto at SBTI

"Ernesto was instrumental in the early success of our Lean Six Sigma program. His mentoring and guidance helped us to define a strategy that allowed us to exceed our initial goals. His broad business experience provided flexibility in assisting many within the organization especially since we were in the early roll-out of the Lean Six Sigma programs."

— **Sheila Quinnies**, was Ernesto's client

"Ernesto is a detailed oriented professional, always finding a solution to every problem. The service offered by him was very valuable for the organization to achieve the strategic plan and improve results at all levels."

— **Sonia S.**, was Ernesto's client

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— **Juanki M.**, was Ernesto's client

"Ernesto Garcia is one of the best in the business. He truly cares about making people and processes better and willing to go the extra mile to ensure they are. Ernesto is one of those rare people who can fully grasp the most complex issue and simplify them. Whether working with a small group or a large room Ernesto connects with people and makes certain they understand how to improve. His easy style makes everyone he works with, clients, and colleagues, gain a complete confidence in themselves and their ability to improve."

— **Jeff Kahne, PhD**, worked directly with Ernesto at SBTI

"I got the opportunity to work with Ernesto as my Mentor at Rockwell Automation. He is not only a great person to have as mentor & coach but also very skilled & knowledgeable in the field of Lean Six Sigma. During the couple years I have known him he has entrusted a lot of knowledge in me. His ability to respond to problem solving is amazing. He is a thorough professional & I've enjoyed working with him and recommend him to any company looking for services in Lean Six Sigma. He is very simple, honest & down to earth person. I'm so glad to have known him & wish the very best for his future endeavors."

— **Narendra Bhati**, was Ernesto's client

[Contact Ernesto on LinkedIn](#)