



AMERICA'S ESSENTIAL HOSPITALS

Paul Mullenhour

Certified Master Black Belt

Management Consultant

Joint Commission Center for Transforming Healthcare



Paul Mullenhour is a highly experienced Operations Executive with demonstrated ability leading diverse teams of work force personnel and professionals to new levels of success in a variety of industries including Automotive, Aerospace, Utilities, Dairy and food product , the public sector, Health care and DOD. Paul's strong technical and business background with an impressive track record of more than 25 years of hands-on experience in Quality process improvement, Supply Chain Quality Management, Project/Operations Management and Lean Six Sigma implementation. He has a proven ability to successfully analyze an organization's prime value chain, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing competitiveness, increasing revenues, and improving customer satisfaction.

Paul oversaw the start-up and deployment of LSS in the Army Logistics Command, which realized project savings exceeding \$1.5 billion. Mr. Mullenhour led a MBB project for developing an ongoing process plan for IT portfolio management across four Army commands. The project's mission was to establish an Army-wide enterprise management process to be used on any portfolio. In addition, he established critical partnerships with other Army headquarters commands: Human resources, intelligence, procurement, and IT. He also trained more than 500 senior officers, civilians and enlisted personnel. Paul mentored or led more than 30 projects to verified results. He has trained, coached, and mentored more than 2,000 people in Lean Six Sigma. Paul has facilitated more than 100 Kaizen events in process improvement, with savings in excess of \$20 million conducted more than 50

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improvement team projects for managed health care with realized savings in excess of \$5 million.

Paul is a GE and George Group certified Six Sigma Master Black Belt and Lean Six Sigma Master Instructor. He also is a Graduate of the Goldratt institute at Yale University. He holds a Top Secret clearance from DoD. He currently is a Master Black belt for the US Army Office of Business Transformation leading mentoring Enterprise wide projects for the US Army Logistics Command US Army Personnel Command and US Army Installations, Environment and Energy Command.

Education

B.S. Social Sciences, University of Toledo, 1971

Graduate Work, Goldratt Institute, Yale University, 1994

Black Belt/Master Black Belt, General Electric, 1995

Master Black Belt, George Group/Accenture, 2008

Professional Experience

AMPM, llc, COO/MBB

Specializing in Continuous Improvement for the Department of Defense, Healthcare, and Manufacturing.

Joint Commission, MBB

Supporting the Center for Transforming Healthcare's activities associated with establishing and sustaining a process improvement culture

Accenture, Senior Manager /Engagement Director

Supported the start-up and deployment of Lean Six Sigma in the US Army Logistics Command, which realized project savings exceeding \$1.5 billion.