

## **Ken Allen,** **Senior Associate, Process Improvement**

Ken Allen has guided businesses and government organizations in developing and implementing Quality Management and Process Improvement Systems for over 20 years. His work has included quality improvement, waste reduction, productivity improvement, increased customer and employee satisfaction and improved competitive position.

He has also led organization change efforts in to implement Self-Directed Work Environments, Six Sigma, Lean Manufacturing, Process Management, Continuous Improvement, Total Quality Management, Service Excellence, Work-out, Management by Fact, Total Productive Maintenance, Statistical Process Control, Designed Experiments and ISO9000.

Ken has managed, administered, developed and instructed Total Quality training and implementation at GE Aircraft Engines (GEAE) for internal employees, supplier personnel and customer personnel (1,000 participants; 200 companies). Program implementation resulted in a 300% reduction in supplier-generated problems at engine assembly and a 70% reduction in mis-shipments.

Contracted as a Black Belt Instructor and Implementation Consultant at GE, a Total Quality Instructor and Implementation Consultant at various Fortune 500 businesses, Ken has taught Total Quality and Teambuilding at the college level and served as a lead consultant in developing the Quality University at United Technologies.