

Summary

Scott Manning heads ScottMadden's Corporate and Shared Services practice. Scott has more than 23 years of consulting experience in aerospace and defense, education, energy, entertainment, healthcare, telecommunications, manufacturing, technology, retail, and transportation in the United States and abroad, including Asia, Australia, Canada, Europe, South America, and the United Kingdom. His areas of expertise include shared service design and implementation, employee service center design and implementation, outsourcing, operations improvement, organization design and staffing, human resource management, strategic and business planning, and change implementation and management. Prior to joining ScottMadden, Scott led the consulting practice for Connor Partners, Inc., a change implementation and turnaround consulting firm. He has also worked as a consultant with William M. Mercer and Deloitte & Touche. Scott received his B.A. from the University of Virginia in Charlottesville and an M.B.A. from the Goizueta Business School at Emory University in Atlanta.

Areas of Specialization

- Shared services and employee service centers
- Outsourcing
- Operations improvement
- Organization design and staffing
- Human resources

Recent Assignments

- Developed the long-term human resources strategy for a gas and electric energy company. Integrated strategy with company's business plan, including impact on human resources staff, budget, and priority projects. Conducted similar projects in healthcare, manufacturing, and technology
- Designed a leading practice human resources service delivery service model, including payroll, for a global energy company, including conducting a detailed current state assessment, designing the future state, redesigning core processes, assessing and recommending sourcing options, developing a comprehensive business case, and planning the staging and implementation. Conducted similar projects in aerospace and defense, education, entertainment, freight and shipping, healthcare, manufacturing, oil and gas, regulated energy, technology, telecommunications, and transportation sectors
- Designed and implemented leading practice human resources service delivery model, including world-wide employee service centers for a technology company. The design and implementation included organization design and staffing; policy harmonization; process redesign; technology selection, design, integration, testing, and implementation; knowledgebase content development; facility design; training development and delivery; and change management, communication, and marketing. Technologies included telephony (ACD, IVR, CTI), case management, knowledgebase, and document management. Designed similar projects in aerospace and defense, consumer products, energy, healthcare, entertainment, manufacturing, and telecommunications sectors
- Conducted assessment of decentralized human resources operations for a diversified entertainment company. Developed functional and technical requirements for transitioning all divisions to a single HRIS and payroll system. Led transition to new system. Conducted similar projects in energy, manufacturing, and technology
- Assessed the recruiting and staffing function of a leading global human resources consulting firm. Documented current processes and systems across more than 30 countries, developed recommendations to improve and standardize processes globally consistent with country laws and requirements. Developed system requirements for new applicant tracking system
- Led the development of a world-wide manager self service application for human resources administration and transactions for an aerospace and defense company. Redesigned administrative and transactional processes; developed detailed functional and technical requirements; managed the development and testing of the self service application; assessed, selected, trained, and launched a vendor to provide application support to managers; and launched the new application. Conducted similar projects in energy, manufacturing, and technology sectors
- Led the integration of the global human resources function of a major human resources consulting firm. Developed new service delivery model, redesigned global processes, developed system requirements for global HRIS and integrated applications, selected sites, and implemented new processes