

Summary

Mark Ladisch joined ScottMadden in 2015 after receiving an M.B.A. from the Georgia Institute of Technology. His consulting experience spans service delivery model transformations, strategy development, user experience, policy and process optimization, change management, and technology implementation support. Prior to joining ScottMadden, Mark gained five years of experience in commercial roles at GE, where he also completed Six Sigma Green Belt certification and led projects in business process improvement, corporate strategy development, and information technology. In addition to an M.B.A., Mark holds a B.S. in industrial engineering from the Georgia Institute of Technology.

Areas of Specialization

- Human Capital Management
- Multifunction Shared Services
- Business Administrative Services
- Corporate Function Assessment and Planning
- Operating Model Improvement
- Change Management Strategy and Planning
- Design and Implementation (SS)
- User Experience (UX)

Recent Assignments

- Led a multifunction (HR, IT) shared services delivery model transformation for a leading U.S. higher education organization
- Led an optimization assessment and future state design for an established, multifunction (HR, finance, supply chain, IT) shared services organization at a large healthcare company. The assessment and design focused on improvement of processes, systems, metrics, knowledgebase content, and cross-functional governance and coordination
- Evaluated the service delivery model for leave-of-absence administration, including policies, processes, organization design, and vendors for a large healthcare client. Deliverables included a current state assessment, future state design (vendor recommendations, policy and process improvements, and internal org design), and a future state implementation roadmap
- Relaunched an HR shared services center supporting 15,000 employees at a media broadcasting company. Responsibilities included developing system requirements for the knowledge management and case management systems and leading user-acceptance testing, business simulation exercises, client training, and documentation of more than 200 HR processes and employee benefits
- Completed a business case to assess a European country's competitiveness in attracting investment from shared services providers. Responsibilities included market analysis, requirements gathering, stakeholder interviews, competitive assessment, and development of the marketing approach and next steps
- Developed and executed change management plans across several technology implementations and a business unit consolidation for a large company within the defense industry. Key deliverables included stakeholder and change impact assessments, change management plans, communications, engagement activities, and training resources
- Supported strategy development, planning, and execution for the advancement of program controls (earned value management) for a large company within the defense industry. Key activities included process harmonization and documentation, training requirements identification, and launch planning
- Updated a large media broadcasting company's records management strategy and developed the global rollout plan for records management training and annual records cleanup events
- Completed a workload assessment across a utility's operating companies to identify \$250 million in efficiency gains through adoption of best practices and consolidation of functions across operating companies. Responsibilities included facilitation of stakeholder meetings, data collection and analysis, and development of client communications
- Redeveloped a utility's competitive strategy to support the company's transition to meet new federal regulations. Responsibilities included analysis and documentation of new requirements, facilitation of stakeholder discussions, and redesign of the organization and business processes to meet the new strategy