

### *Summary*

Kimberly Davenport joined ScottMadden in 2005. Kim has expertise in process improvement, Lean methodology, shared services, service center design and implementation, and project management. Prior to joining ScottMadden, she worked nearly five years as a Lean coordinator for The Gillette Company in its Duracell Batteries Division. During her 10-year tenure at Gillette, Kim held a variety of positions, including mechanical engineer, quality engineer, and production manager. Kim earned a B.S. in manufacturing engineering from Central State University in Ohio and an M.B.A. from Emory University's Goizueta Business School.

### *Areas of Specialization*

- Process improvement
- Lean strategy and implementation
- Shared services design and implementation
- Human capital management
- Supply chain process assessment and improvement
- Project management

### *Recent Articles*

- "Mitigating Repercussions of an Aging Workforce." 2016
- "Applying Lean to HR Service Delivery." 2013

### *Recent Assignments*

- Designed and implemented a leading practice service delivery model for a large, non-profit benefits administration organization. The design and implementation included process redesign, organization design, technology selection, design, and implementation (including case management, knowledgebase, and portal), knowledgebase content development, training development and delivery, change management, and stabilization support
- Implemented Lean 5S methodology, focused on workplace organization and efficiency, within the warehouse, maintenance, and fabrication shops for four power generation plants of a large energy company. Evaluated work flow within the focus areas and guided the core team through organization of work space to improve utilization and reduce costs. Designed and delivered training on 5S concepts and directed continuous improvement events (Kaizen events)
- Implemented a shared services delivery model, including a service center, for the HR organization of a large global defense, security, and aerospace company. Designed harmonized policies and processes and identified associated technical requirements. Designed and facilitated process and technology training for service center representatives, COE staff, and HR business partners
- Conducted a current state activity and cost analysis for the HR organization of a large global defense, security, and aerospace company. Designed a shared services organization for the delivery of HR services and developed a business case to ensure the financial feasibility of this organizational design
- Implemented an HR shared services center for a national defense contracting company serving more than 121,000 employees across nine business units. Designed harmonized service processes and assimilated these processes into the internal operations of the service center. Designed and developed content for a knowledgebase information system. Designed and delivered process and tool training
- Used Lean methodologies to evaluate and redesign processes used to support the warehouse management and transportation functions of a supply chain organization for a large electric utility provider
- Completed current state assessment of the supply chain function of a large electric utility company. Assessment included review and analysis of current state inventory, warehouse, and transportation performance metrics and processes. Defined opportunities for improvement and developed a future state road map to implement improvement recommendations
- Redesigned the service model used to deliver post-installation customer support for the vending machine program of a large industrial supply distributor. Implemented a tiered service delivery model and supporting tools and technology to move organization from one-to-one account management to a more efficient and cost-effective, activity-based model. Redesigned processes to remove waste and reduce cycle time. Configured case management system and knowledgebase. Created and executed change management plans which addressed impact to service center employees, sales team members, and external vending customers. Created and delivered training to service center employees