

## ETI Group – Mike Rowney & Russell Boyles

ETI Group offers a broad range of Operational Excellence training and consulting services to assist organizations to improve quality, productivity, and competitiveness. Specializing in Lean Six Sigma tools and methods, the firm also helps to implement business management systems based on ISO 9001, AS9100, ISO 13485, TS 16949 and ISO 14001.

To date, ETI Group team members have assisted more than 1,000 healthcare, government, financial, service and manufacturing organizations to achieve:

- Dramatic and rapid improvements in efficiency and productivity
- Improved quality, reliability, and profitability
- New competitive advantages



### AREAS OF EXPERTISE/RESULTS

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| <ul style="list-style-type: none"> <li>▪ Process Improvement</li> <li>▪ Lean Enterprise</li> </ul> | <ul style="list-style-type: none"> <li>▪ Six Sigma</li> <li>▪ Lean Six Sigma</li> </ul> | <ul style="list-style-type: none"> <li>▪ Strategic Planning</li> <li>▪ Kaizen Event Facilitation</li> </ul> |
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### EXPERIENCE / SELECTED PROJECTS

Provided Lean Six Sigma training and support services to assist a healthcare organization to:

- Identify major causes of “ED on divert.” A divert mitigation action plan was developed and implemented reducing daily hours of emergency department diversions from 6 to 0.6 with an annual revenue increase of \$2,900,000.
- Reduce the average time lag from point of patient care to posting of patient charges from 5 days to 1 day. Daily charges for this organization are about \$1,000,000.
- Redesigned emergency department procedures to reduce the percentage of patients who leave without being seen resulting in an annual revenue increase of \$400,000.

Provided Lean training and support services to assist a city government to:

- Reduce the average purchasing cycle time from 38 days to 5 days and eliminate the problem of invoices being received that did not have purchase orders in the system.
- Reduce library processes for ordering, processing, cataloging, and shelving new materials from an average lead time of 28 days to 14 days.

### CREDENTIALS – MIKE ROWNEY

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| <ul style="list-style-type: none"> <li>▪ PhD Metallurgical Engineering, Illinois Institute of Technology, Chicago</li> <li>▪ M. Sc Metallurgical Engineering, University of Toronto</li> </ul> | <ul style="list-style-type: none"> <li>▪ Certified Six Sigma Black Belt</li> <li>▪ B. Sc (Honors) Physical Metallurgy, University of Birmingham, England</li> </ul> |
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### CREDENTIALS – RUSSELL BOYLES

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| <ul style="list-style-type: none"> <li>▪ PhD, Statistics, University of California, Davis</li> <li>▪ MA, Mathematics, University of California, Davis</li> </ul> | <ul style="list-style-type: none"> <li>▪ Lean Six Sigma Master Black Belt</li> <li>▪ BA, Mathematics, Reed College</li> </ul> |
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### SELECTED CLIENTS

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| <ul style="list-style-type: none"> <li>▪ Oregon Health Sciences University</li> <li>▪ PeaceHealth St. John Medical Center</li> <li>▪ Timberline Software (now Sage)</li> <li>▪ Columbia River Mental Health Services</li> </ul> | <ul style="list-style-type: none"> <li>▪ World Bank</li> <li>▪ Medtronics Physio-Control</li> <li>▪ Boeing Commercial Aircraft Division</li> <li>▪ Hewlett Packard</li> </ul> |
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Contact the Alliance at 206-616-8461 OR [alliance@u.washington.edu](mailto:alliance@u.washington.edu).