

MARY ANN ANDERSON

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PROFESSIONAL PROFILE

- Lead author of *Operations Management for Dummies*, published by Wiley in 2013.
- Expert consultant in building and optimizing business processes, measurement systems, and infrastructure to maximize business results in manufacturing and service operations and supply chains, including experience in the electronics, automotive, energy, banking, and multimedia industries. Achieved measurable results that exceeded expectations with clients in the following areas:
 - Streamlined business processes
 - Improved product quality
 - Reduced inventory costs
 - Increased throughput
 - Reduced employee costs
 - Reduced customer lead-time
 - Improved mfg. flexibility
- Skilled expert in developing client firms' strategic plans through facilitation, scenario planning and the development of large-scale, high-level simulation computer models to create robust business strategies. Results have included:
 - Reduced capital expenditure
 - Increased market penetration
 - Reduced customer total cost of ownership
 - Reduced product development time
 - Optimized resource utilization
- University instructor in all areas of operations and supply chain management, including:
 - Supply chain management
 - Six-sigma process improvement
 - Systems thinking
 - Inventory and logistics management
 - Lean manufacturing
 - System dynamics
 - Project management
 - Service management

OTHER AREAS OF EXPERTISE

- Discrete event computer simulation
- Statistical analysis
- Design of experiments
- Mathematical optimization
- Forecasting
- Real options analysis
- System dynamics simulation

EDUCATION

Massachusetts Institute of Technology, Cambridge, MA January 1997

Master of Science in Engineering

Majored in Operations Management and Research

Thesis: *Analysis of Flexible Assembly Implementation in the Automotive and Aerospace Industries*

General Motors Institute (now Kettering University), Flint, MI

June 1989

Bachelor of Science in Electrical Engineering

PROFESSIONAL EXPERIENCE

Principal Consultant – Computer Aided Business Strategies Group

1997 – Present

- Improved clients' design, service, and manufacturing processes focusing on reducing lead time and cost while improving throughput and quality. Techniques employed included, among others, supply chain optimization and six-sigma process improvement methodologies.
- Created robust strategic plans employing group facilitation, scenario planning, war-gaming, and large scale, high-level computer simulation techniques.

Clients included: HP, MGM, Sony, Atlantic Richfield, Ford-Visteon, Temple-Inland, Sensortran (startup oil services equipment firm), and IBM.

Lecturer – University of Texas at Austin

2000 – Present

- Developed and taught the “New Venture Design and Implementation” course in the Masters of Science in Technology Commercialization program. This is the capstone course for the one-year entrepreneurial program. During the course, the students develop a launch plan for their new business and product, including production and marketing plans.
- Taught introductory operations management course to upper-division BBA students. Content included process analysis, inventory theory, supply chain management, and six-sigma process improvement.
- Taught elective supply chain management class to upper-division BBA and master's engineering students. Course content included advanced inventory, logistics, and supply chain management techniques.
- Taught group consulting operations internship course to MBA students.

Research Assistant – Massachusetts Institute of Technology

1995-1997

- Researcher on the Fast & Flexible Manufacturing Project (supported by the U.S. Air Force) that focused on creating improved design and manufacturing processes that could produce low volumes of aircraft with rapidly changing technical requirements. Research conducted revealed that all benefits of production flexibility could be achieved with only 10% fully flexible manufacturing processes, thus drastically reducing required capital equipment expense.

Manufacturing Systems Engineer – General Motors Corporation

1984-1994

- Reduced lead-time and resource costs while increasing flexibility in automotive product development process using lean manufacturing techniques and computer simulation.
- As co-op student, held variety of positions including supervising production employees in an iron foundry, process improvement, and capital equipment specification.