

## David J. Dirks

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## DAVID J. DIRKS PMP, MBB

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### SUMMARY

Extensive experience as a Project Manager and Executive Consultant with a Six Sigma Master Black Belt and the PMP certification. Proven success planning and implementing departmental and enterprise level organizational change in multiple level environments. Recognized as a leader with the ability to get the job done. Exceptional skills in:

- Project Management
- Team Building
- Knowledge Management
- Document Management
- Six Sigma Methodology
- Strategy Development
- Process Improvement
- Managing Collaborative Work Groups
- Content Management
- Coaching – Mentoring
- Communication
- Process Workflow

### PROFESSIONAL EXPERIENCE

AVR Associates, Ltd.

#### CEO & Principal

2004 to Present

Provide consulting services and training in the areas of Six Sigma implementation, project management for Six Sigma and general project/program management disciplines.

XEROX

#### Executive Consultant:

1996 to 2004

2000 to 2004

Provided program management and subject matter expertise at client companies.

- Consulted with companies to achieve more rapid return on investment by improving planning and initial startup of Six Sigma programs.
- Delivered Six Sigma based savings of \$1+ million by collaborating with client company based Six Sigma representatives
- Provided faster return on investment by developing plans and approaches for knowledge, document and content management leading to increased project success rates and focused resources on key enterprise initiatives.

#### Principal, Solutions Delivery (Industrial, Xerox Professional Services) 1999-2000

Managed a geographically dispersed staff of diverse professional consultants who delivered processes improving knowledge, document and content management solutions to USA clients.

- Reduced project start up time 50% by developing group operational processes.
- Decreased failed projects, increased customer satisfaction and improved profit margin by developing tools, templates and standard approaches to project management.
- Increased staff professionalism and capability by implementing staff training and certification requirements.

#### Project Executive, Xerox Professional Document Services (XPDS) 1996-1999

Managed client interface, developed project plans and schedules, assembled project teams, and delivered complete client solutions.

- Provided a road map to implement business process improvements and meet key strategic objectives by developing an enterprise wide document management strategy for a major aircraft engine manufacturer.
- Implemented an "On Demand Printing" solution offering a key strategic capability to an \$850 million national printing company.

QUANTERRA (A Corning Inc. subsidiary)

An environmental testing company whose final product is information and which uses information technology as a key market differentiator

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### Vice President of Information Services:

1990 to 1996

Managed all aspects of deployment and use of information technology. Nationwide staff of 65 people with a budget of \$8.5mm to support a network of 13 laboratories and 8 other business locations. Reported directly to the President/CEO as a key member of the corporate management team.

- Instrumental in delivering \$10 million in savings from a merger by developing and implementing a technology plan for the new company.
- Enabled business growth and increased customer satisfaction by selecting and implementing a laboratory information management system (LIMS) which is a cornerstone of the business plan.
- Implemented JD Edwards financial management software in four months. Enabled the consolidation of accounting functions to a single set of books, reduction in cost and in headcount.
- Implemented Microsoft office product suite to 15 locations nationally covering 500 people in four months (under allotted time and under budget). Enabled communications and provided the initial platform for growth in client/server applications.
- Achieved new business and higher customer satisfaction by developing technology to provide consistent customer report across all environments.

## PREVIOUS PROFESSIONAL EXPERIENCE

CORNING, Inc.

### Manager, Planning and Technology Assessment:

Planned the strategic deployment of corporate information resources in support of global operations. Evaluated new and emerging technologies and developed roll out plans for those supporting business operations.

- Developed a three-year strategic plan for the division to convert from an overhead unit to a self-funded entity.
- Controlled the cost of investigating and deploying new technologies by developing and managing an advanced technology portfolio demonstrating business benefits through pilot and initial implementations.
- Contributed to overall corporate business performance by leading a wide range of business/technology consulting assignments related to process improvement, automation (CIM) and office automation.

### Manager, End User Services:

Provided end user support for the corporation. Included desktop devices, hardware, software, local area networks, training and support.

- Saved money and time by setting comprehensive technology standards for the corporation.
- Published numerous 'white papers' on technology and appropriate use in the business environment, which were key in establishing credibility to set standards.
- Contributed to process efficiency and overall corporate dollar savings by providing various support activities including, training 2500 professionals, connectivity to 1500 users and internal solutions fairs to solidify corporate standards.

### Manager, Production and Engineering Information Systems:

Planned, developed and implemented computer based solutions complementing and implementing Computer Integrated Manufacturing (CIM) concepts.

- Developed technical architecture for CIM.
- Completed CIM strategic plan for two major manufacturing operations. Both were fully implemented and resulted in significantly more profitable operations.

## EDUCATION

BA, Weber State College - Political Science

BA, Weber State College - Manufacturing/Industrial Engineering

## PROFESSIONAL DEVELOPMENT

Siebel Enterprise Selling Process

Siebel Target Account Selling

## CERTIFICATIONS

Project Management Professional PMP, from Project Management Institute

