

Todd Griggs

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Operations Executive

Healthcare > Medical Devices > Technology > Energy > Manufacturing

EXECUTIVE SUMMARY

CORE COMPETENCIES

- Cross-Functional Leadership
- Strategic Planning
- Business Development
- Program / Project Management
- Innovation
- New Project Development
- Team Development
- Business Forecasting
- Joint Ventures / Partnerships

A results-driven operating executive with extensive experience in the design and implementation of continuous improvement, six sigma, and project management programs. Proven ability to lead and optimize performance for healthcare, manufacturing, technology, retail, and automotive industries.

Conceiving & Delivering Innovative Solutions to Clients around the Globe

Collaborative leader, trusted advisor, and consultant leveraging knowledge and expertise to assist business owners and corporate executives optimize operations and achieve operational excellence. An entrepreneurial-minded business development professional with ability to influence decision makers, cultivate new business, and grow client base.

PROFESSIONAL EXPERIENCE

ADVANCED QUALITY INNOVATION, LLC

Houston, TX

A provider of continuous improvement consulting, project management, and lean six sigma training.

PRESIDENT

2008 – Present

Responsible for leading the firm with \$3 million in annual P&L. Manage teams through multiple rapid improvement projects, training programs, and kaizen events in healthcare, technology, manufacturing, retail, and automotive industries. Deliver training in lean six sigma, design for lean six sigma, kaizen, and innovation. Oversee 30 indirect reports.

- **\$962,000 increase in annual revenue**, \$95,000 reduction in monthly pharmacy errors, 89% patient satisfaction, and 34% surge in patient volume accomplished by level loading daily patient volume, realigning clinical responsibilities, and optimizing patient flow, cycle times, and schedule.
- **\$700,000 decrease in annual labor costs** and a 65% boost in production volume achieved by creating an innovative staffing model that linked roles, responsibilities, takt time, cycle times, and load balancing.

LNV CONSULTING, LLC

Houston, TX

A consulting firm delivering continuous improvement, project management, and lean six sigma training with five partners generating \$3 million in yearly revenues.

MANAGING PARTNER

2016 – 2019

Built the new client base from zero to \$3 million in revenue. Advised clients on the implementation of solutions.

- **\$3 million in top-line revenues attained** by developing new clients in supply chain, revenue cycle, and staff optimization to drive 200% year-over-year growth for three years.
- **\$2 million decline in inventory**, \$600,000 shrinkage in outdated supplies, and a 95% drop in documentation errors realized by placing 1,200 items on automatic replenishment and integrating electronic medical records (EMR), supply chain, and surgical services technologies.
- **70% upturn in physician procedure accuracy** and 90% adoption rate reached by standardizing surgical supplies, enhancing instrument trays, and instituting supply chain and sterile processing technology.

R. CONRAD CONSULTING, LLC

Houston, TX

A consulting firm with three partners and \$3 million in revenues offering executive continuous improvement, project management, lean six sigma training, and mentoring services.

CHIEF TECHNOLOGY OFFICER

2013 – 2016

Drove the M&A between a large healthcare revenue cycle team and a third party. Optimized revenue cycle processes for a large healthcare practice. Created and integrated a financial reporting system for a client to drive profit. Deployed process improvements for clients via 30 indirect reports.

- **\$1.2 million decrease in costs**, 35% decline in eligibility denials, and a 29% uptick in monthly revenues generated by standardizing billing, updating EMR to include anesthesia records and correct billing codes, and by devising a comprehensive physician dashboard that integrated multiple systems.

- **\$286,000+ monthly contribution to margins**, 90% reduction in staff movement around operating room (OR) suites, 43% downtick in OR turnover time, and 35%+ rise in surgical volume gained by adjusting core surgical care inventory and standardizing the OR layout and supplies.
- **300% acceleration in new business won** by producing sales opportunities in mergers, staff optimization, and project extensions, executing a visual sales connectivity network, and refining the sales strategy.
- **91% upturn in access and patient visits** with a 50% escalation in patient satisfaction obtained by improving patient flow, level loading schedules, introducing in-room scheduling, staggering patient arrival times, and optimizing staff duties.

TEXAS CHILDREN'S HOSPITAL

Houston, TX

A not-for-profit hospital with \$3.5 billion in revenues and 14,000 employees.

DIRECTOR OF BUSINESS PROCESS TRANSFORMATION

2008

Led the continuous process improvement group with five direct and 20 indirect reports. Deployed EMR systems, emergency room / clinic simulation techniques, and automation projects to improve performance.

- **100% deceleration in communication errors** and 74% decrease in equipment repairs earned by enriching critical communication systems across physicians, nursing, clinic, and emergency response teams via the implementation of VoIP technology.
- **70% drop in reporting time**, 65% reduction in patient wait time, and 40% improvement in scheduling cultivated through an interactive operational dashboard and real-time patient tracking system that provided timely, reverent information, constraint locations, surgical time slot usage, and schedule gaps.

SIX SIGMA ACADEMY

Scottsdale, AZ

A consulting firm with 20 employees and \$30 million in revenue.

SENIOR DIRECTOR & LEAN SIX SIGMA MASTER BLACK BELT

2003 – 2008

Managed and facilitated instruction and certification of 1,500+ students in six sigma and kaizen areas. Led six sigma initiatives for clients. Directed a team of 30 indirect reports.

- **\$300 million in revenue and cost savings** fostered by driving an enterprise-wide continuous improvement program across 2,000 grocery stores then training 170 six sigma black belts, 75 green belts, and 12 corporate executives.
- **60% improvement in inventory**, 31% decline in expenses, and 23% proliferation in volume nurtured by applying the assess-prioritize-deploy model and originating a six-month, one-year, and three-year business opportunity model for a major tire manufacturer.

PREVIOUS EXPERIENCE

Lean Six Sigma Master Black Belt | Advanced Integrated Technologies Group

Tempe, AZ

- **\$32 million in cost savings and revenue** found by conceiving and managing continuous improvement and innovation courses to train 325 six sigma black belts and green belts for large automotive manufacturers.
- **\$120,000 in yearly savings garnered while reducing scrap 37%** and augmenting quality 65% by instigating a new measurement system and identifying key contaminating steps via design of experimentation and by outlining new standard work instructions.
- **38% downtick in scrap and a 15% boost in volume** reaped by establishing total productive maintenance, regulating mixture percentages, and optimizing equipment parameters.

EDUCATION & CERTIFICATION

Master of Business Administration

Keller University Graduate School of Management

Bachelor of Science

in Aerospace & Mechanical Engineering

University of Arizona



Lean Six Sigma Master Black Belt