

**Jeffrey W. Smiley**  
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**Qualifications**

- Experienced management consultant (10+ years as Principal with global firm), tempered with significant industry knowledge. Results-driven approach with realistic understanding of critical success factors in project management in a wide variety of organization environments.
- Directly advised C-level executives, directors and senior managers in Fortune 100 companies regarding business strategy and performance, profitability and process improvement, supply chain, procurement, product development, manufacturing and service delivery/service parts.
- Broad experience in strategy development (general business, product, market, supply chain, manufacturing and service/service parts) and operations (design/development, improvement, performance metrics; in manufacturing and service delivery environments).
- Senior member of Partner group that lead Automotive and Industrial Products/Services industry vertical.
- Extensive experience across Supply Chain segments, including Sales & Operations Planning, Planning/Scheduling, Procurement, Manufacturing, Transportation/Logistics and Service Operations.
- Comprehensive experience across the project lifecycle, from strategy development, through design, ultimately through implementation. Clearly understand the implications and dependencies between the strategy development and realization.
- Substantial technical understanding (multiple engineering degrees and varied industry exposure).

**Employment**

**2011 - 2012**

**Vanderbilt University, Owen Graduate School of Management**

**Nashville, TN**

**Adjunct Professor, Strategy & Operations Consulting**

- Developed new course concept in conjunction with Owen professors of operations management and strategy – Strategy & Operations Consulting Course for second-year MBA students incorporating an actual client consulting engagement.
- Developed approach, course abstract, objectives, topics, syllabus, client selection criteria and marketing summary for prospective clients.
- Interviewed prospective clients and negotiated consulting engagement for class.
- Developed project charter, scoping documents and frameworks for engagement mgt.
- Co-developed all lesson plans and lecture material.
- Delivered class lectures and managed client project delivery.

**2010 - 2012**

**Independent Consulting**

**Nashville, TN**

**Principal**

- Developed supply chain strategy for Tier 1 automotive supplier. Worked directly with executives to define/develop long-term vision, objectives and design parameters for comprehensive SC strategy. Vision sessions included input from primary customers' executives.
- Developed after-sales service strategy for industrial products supplier. Worked with executives to develop comprehensive service/service parts strategy in conjunction with client's primary customer strategy. Dimensions included processes, facilities, procedures, personnel and working capital requirements.

**2000 - 2010**

**Deloitte Consulting**

**Cincinnati, OH**

**Principal**

- Managed all aspects of running consulting business including opportunity identification/analyses; project sales, delivery and quality assurance; personnel recruiting, hiring, development and evaluation; intellectual capital development; industry practice and service area management; and client relationship management.

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- Lead Consulting Principal for several significant clients of the firm. Responsible for all aspects of opportunity identification, sales management, project delivery/quality assurance and executive relationship management.
- Intellectual capital contributions included multiple pieces on foreign automotive OEM's operating in the US, and alternative energy drivetrain development and market outlook.
- Example projects include: global service parts strategy for \$15B industrial products manufacturer; North American service/service parts strategy and implementation for \$3B truck repair/maintenance service provider; comprehensive supply chain strategy for all purchased production parts for \$25B Asian automotive OEM operating in the Americas.
- Sample clients: Bridgestone, Crown Equipment, Cummins, Daimler Truck, Freightliner, GM, Goodyear, Harley Davidson, Kohler, Nissan Americas, SC Johnson and Toyota.

1997 - 2000

**Deloitte Consulting**

**Cincinnati, OH**

**Senior Manager**

- Responsibilities included opportunity identification/analyses, project sales and delivery; personnel recruiting, development and evaluation; intellectual capital development; industry practice management; and client relationship management. Managed multiple large-scale implementation projects (\$50M+ budgets; 100+ project team members).
- Intellectual capital contributions included multiple pieces on Enterprise Resource Planning software application for supply chain in consumer business, automotive and industrial products segments.
- Example projects include: global supply chain redesign and implementation, supported by comprehensive Enterprise Software implementation, for \$7B global plumbing and industrial parts manufacturer; North America supply chain transformation, supported by Enterprise Software implementation, for \$5B consumer products company.
- Sample clients: Bridgestone, Chrysler, Eli Lilly & Company, Goodyear, Harley Davidson, Kohler, Nissan Americas, SAP and SC Johnson.

1994 – 1997

**Deloitte Consulting**

**Cleveland, OH**

**Manager**

- Responsibilities included opportunity identification; project delivery; personnel recruiting, development and evaluation; intellectual capital development; and client relationship management.
- Intellectual capital contributions included multiple pieces on Lean Manufacturing concept applications in multiple industry/business environments.
- Example projects include: comprehensive reengineering project for key logistics processes for \$20B global package delivery company; lean manufacturing implementation at multiple facilities for \$1B electronic assembly entity; redesign of comprehensive new product development process for \$1.5B business unit of \$5B pharmaceutical company; activity-based analyses of all support functions for \$3B Latin American automotive OEM.
- Sample clients: Airborne Express, General Motors Brazil, Logan Material Handling Equipment, RobertShaw Electronics and United Parcel Service.

1992 – 1994

**Deloitte Consulting**

**Cleveland, OH**

**Senior Consultant**

- Primary responsibilities focused on project delivery and client relationship management.
- Example projects include: audit and redesign of financial processes for management of \$50M federal student loan program at university; comprehensive plant floor operations analyses for \$250M industrial equipment facility; new product/process launch for Ozone water purification system.
- Sample clients: Essick-Mayco, General Electric, Logan Material Handling Equipment, Snorkel Economy and Tuskegee University.

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**1987 - 1990**      **Matsushita Electronics (Panasonic Electronics US)**      **Knoxville, TN**  
**Engineering Manager**

- Continued product design and development responsibilities. Also managed prototype production and comprehensive material localization program. Traveled extensively to Southeast Asia and Europe to transfer products and manufacturing processes to the US. Also assumed responsibilities for comprehensive supplier performance audit program.

**Product Engineer**

- Primary responsibilities included existing product design maintenance and new product design and development (including direct interaction with customers, suppliers and internal departments), manufacturing process design, and quality control procedure development.

**Education**      **Vanderbilt University**      **Nashville, TN**

- **Owen Graduate School of Management, Master of Business Administration, 1992**
  - Top 10% of class
  - Multiple merit-based scholarship recipient

**University of Tennessee**      **Knoxville, TN**

- **College of Engineering, Bachelor of Science, Electrical Engineering, 1988**
  - Graduated with honors

**David Lipscomb University**      **Nashville, TN**

- **Department of Science/Engineering, Bachelor of Science, Engineering Science, 1986**

**Personal**

- Enjoy cycling, running (including 5K, 10K and half-marathon events), golf, hunting, power sports and coaching my children's sports teams.