



SIX SIGMA SOLUTIONS

10227 Conser Street, Overland Park, KS 66212
816-529-3335 - wgb6@aol.com

Wendol Mark Jarvis

Positions Held:

2010 to present, President, SIX SIGMA SOLUTIONS

Seasoned and successful Lean Six Sigma Black Belt specializing in high impact projects for public administration, private industry and medicine. Broad and in depth knowledge and skills in business reorganization, foreign and domestic business recruitment, film production, branding, marketing, advertising, communications strategy development and human resource management. Big-Picture thinker, creative conceptualist and inspirational leader. Expert in building coalitions, leading change, media and public relations, public speaking, crisis communication and ability to articulate and achieve the organizational vision. Completed Lean Six Sigma cost analysis, mined and analyzed data derived from operations and processes, resulting in quantitative and qualitative improvements. 15 years survey experience supervising the cartographic, demographic, photographic and geographic mapping of data. Supervised, managed projects with staff ranging between 15 to 110 managers, specialists and support staff in multiple locations concurrently, allocated resources, successfully anticipated and adjusted for a fluctuating work load and work force for time critical projects. Demonstrated persuasion skills as spokesperson to media, organizational groups and the public. Generated 800 favorable news stories, including CBS Evening News, The Wall Street Journal and the British Broadcasting Corporation.

2005 to present, Student Doctor Teaching Coach, Kansas University Medical Center

While maintaining high standards, I coach student doctors and nurses on essential communication skills, open ended questions, summarization, lack of jargon, competencies and how to hone their Subjective/Objective Assessment Plan Skills. I accurately and without bias document my interaction with student doctors and nurses during Objective/Subjective Clinical midterm and final exams. I have routinely worked with doctors, surgeons and medical staff in the operating rooms, medical wards, laboratory and the morgue to document medical procedures, afflictions, autopsies, microscopic specimens, x-rays and surgeries for educational training purposes.

2009 – 2010, Regional Technician – Quality Assurance, U. S. Department of Commerce

Successfully investigated, audited and resolved on-site administrative, field operation and Local Census Office critical issues at 36 offices in 6 states during the 2010 Census. I served as the principal technical advisor on quality assurance aspects of field data collection operations. With little or no notice, deployed to satellite offices in crisis to (1) correct personnel problems and non-compliance with administrative policies and procedures and (2) supervise achievement of operational goals within budget. Under rigid deadlines, created complex innovative solutions to unforeseen technological problems related to inaccurate data processing. Analyzed, identified and made recommendations for security, EEO, grievance and performance concerns with strict confidentiality and ensured conformance to hiring, documentation, discipline, cultural diversity, disability and training policies. Approved, analyzed and reviewed completed projects, evaluated cost reports and developed 3 technical systems to identify and eliminate bottlenecks and barriers to production. Achieved accurate completion and processing of \$1.1 Billion payroll for the Midwest Region of the 2010 Census. Managed time-sensitive fingerprint cards, Employee Performance Folders, payroll records, employee evaluations, disciplinary actions and administrative forms and personnel records. Supervised multi-state operations concurrently managing 1,870 employees at peak operations. Achieved quality control standards, data collection, production goals and analysis according to standards.



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2002 – 2009, Managing Partner, WGB LLC

Supervised multi-state restaurant operations concurrently with an annual operating budget of \$1.8 million. Trained staff and successfully followed health and safety regulations and procedures. Achieved accurate completion, processing and approval of time-sensitive insurance claims, payroll, evaluations and personnel records. Recruited, tested, trained and managed 59 staff with varied skill sets including 4 levels of managers, assistant managers, team leaders and support staff in multiple and geographically diverse locations. Anticipated staffing needs, achieved appropriate staffing levels, responded to work force reductions or increases on time and cost effectively. Set and achieved time sensitive daily production and quality goals 363 days a year, compared current productivity, labor, supply and facility maintenance costs to other comparable time frames to identify and correct negative anomalies. Created Inventory Control System that resulted in 3% cost reduction, implemented bulk and just-in-time ordering. Created Daily Production Goal Schedule that increased productivity by 7%.

1984 – 2002, Manager, Iowa Film Office

Conceptualized and managed the Iowa Film Office, an international film and television business recruitment section of the Iowa Department of Economic Development. Responsible for field office operations, public and media relations, global marketing, crisis management and business development. Recruited and coordinated major motion pictures, television shows and commercials. Extensive national and international travel during new business recruitment while managing complex external affairs programs. Managed the Tokyo, Japan premiere of "Field of Dreams" and the premiere of "Bix" at the Cannes Film Festival. Recruited and coordinated 59 motion pictures, 100 television shows and 1,000 commercials including "Field of Dreams", "Twister", "Michael" and "The Bridges of Madison County," resulting in \$1.4 billion in community reinvestment. Managed 140 volunteers for each of 6 Annual Awards programs with budgets of \$480,000. Generated new business that created more than 5,700 new full time jobs and generated revenues of \$37.8 million. Generated a return on investment of \$87.00 for each \$1.00 budgeted for 12 consecutive years. Built strong, lasting and effective collaborations with community-based organizations, businesses, government, the media and public through 600 speeches and interviews. Supervised, scheduled and assigned subordinate managers and staff for the start-up of 170 temporary field offices for more than 15 years. Coordinated over 4,000 film projects with collective budgets totaling more than \$4.4 billion.

Leadership Positions:

- Iowa Chapter, Amyotrophic Lateral Sclerosis, Founding Board Member, 1998 - 2002
- Iowa Film Awards, Founding Board Member, 1995 - 2001
- Donna Reed Foundation for the Performing Arts, Founding Board Member, 1988 - 2002
- John Wayne Birthplace Society, Board Member, 1987 - 2002
- Governor's Film Advisory Board, Founding Board Chairperson, 1985 - 2002
- Drake University Communications Advisory Board, Board Member, 1992 - 2000
- Simon Estes South African Youth Chorus, Founding Board Member, 1998 – 1999
- Association of Film Commissioners International, Board Member, 1990 - 1998
- Big Brothers - Big Sisters, Board Member, 1982 – 1986

Clearances:

Federal Secret Security Clearance - Active



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Awards and Honors:

- Special Appreciation Award, Census Headquarters, Washington D.C. 2010
- Regional Census Office Exceptional Service Award July, Arkansas, 2010
- Regional Census Office Exceptional Service Award May, Oklahoma, 2010
- Visionary Excellence Award from the US Census Bureau, Kansas, LCO #2621, 2010
- Operational Excellence Certification from Papa Murphy's Inc. 2005, 2006 & 2007
- President's Award, Iowa Motion Picture Association, 2002
- Mayor's Special Recognition Award, State Center, Iowa, 2001
- Special Contribution Certificate from Disney Films for "The Straight Story", 1999
- Small Business Administration, Service Corps of Retired Executives Service Award, 1997
- Movies To Go Iowa Film Awards Outstanding Service Award, 1996
- Iowa Motion Picture Association Exemplary Service Award, 1995
- Madison County Chamber of Commerce Outstanding Service Award, 1994
- Association of Film Commissioners International Cinematic Service Award, 1994
- "BIX" Special Recognition Award from the Italian production company DUEA Film, 1990
- "Field of Dreams" Special Recognition Award, Universal Studios /MCA, 1989
- Iowa Department of Economic Development Superior Performance Award, 1989
- Mayor's Certificate of Appreciation, Cedar Rapids, Iowa, 1988
- "Miles From Home" Cinecom International, Special Recognition Award, 1986
- Exemplary Service Award from Big Brothers/Big Sisters, 1986
- Outstanding Achievement Award, Muscular Dystrophy Association (Highest Honor), 1984
- Special Service Award, Veterans Administration Medical Center, 1984
- Muscular Dystrophy Association Service Award, 1983
- Biological Photographic Association's Photographic Excellence Award, 1983
- Certificate of Appreciation from the Des Moines Chamber of Commerce, 1982
- Muscular Dystrophy Association Service Award, 1982
- American Chamber of Commerce 1st Place Visual Production Excellence Award, 1982
- Big Brothers/Big Sisters Outstanding Service Award (Highest Honor), 1981
- Big Brothers/Big Sisters of America 1st and 2nd Place Photographic Awards, 1981
- Muscular Dystrophy Association Service Award, 1980
- National Agri-Marketing Association 1st Place Audio Visual Production Excellence Award, 1980

Certifications:

- Lean Six Sigma Certified Black Belt - Johnson County Community College, 2010
- Equal Employment Opportunity Certification, United States Department of Commerce, 2010
- Personally Identifiable Information Certification, United States Department of Commerce, 2010
- Human and DNA Fingerprinting Certification, Federal Bureau of Investigation, 2010
- Foodborne Diseases Certification, Missouri Department of Health, 2007
- Safe Serve Certification, Oregon Department of Health, 2002
- Total Quality Management, (Deming), Des Moines, IA, 1989
- Advanced News Media Interview Skills, Des Moines, IA, 1988
- Disaster Response, Veteran's Administration Medical Center, 1984



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Attributes:

- Adaptable flexible creative leader, able to supervise multiple projects in diverse locations concurrently, adjusts to changing deadlines and priorities rapidly, seamlessly and on time
- Self-confident professional, trusted advisor and decisive leader, positive attitude, able to generate ideas and follow them through to fruition, willing to go the extra mile
- Detail oriented, organized big picture strategic thinker, accurate, meticulous in all aspects of work
- Successfully integrates computer applications into project timelines at an advanced level
- Proven problem-solving abilities: understanding the problem, devising and implementing the plan and following up to ascertain the benefits of the change
- Exceptional interpersonal skills both written and verbal, willing and able to work with a diverse group of organizations and individuals in a variety of employment settings