

Thomas M. Magill

Walnut Creek, California 94598

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Senior Program and Project Management Executive

Project Execution ~ Business Process Reengineering ~ Systems Implementation

Creative executive program manager and maximizer with demonstrated expertise in the conceptualization, design, and leadership of practical process and system solutions. **Equipped with MBA** from Michigan State University. **Lead engagement teams:** organize and drive teams in the scoping, planning, alignment, and execution of solutions that unleash business value. **Skilled at strategic thinking** and managing tactical systems implementations. Proven and **consistent delivery on multi-year, multi-million-dollar initiatives** for domestic and international projects. **Reduce costs, increase quality, and generate significant competitive edge.** Establish a collaborative culture working with cross-functional teams and key stakeholders.

Signature Skills

- Project Lifecycle Management
 - Program Management
 - Risk Management
 - Cost Containment
 - Turnaround Management
 - Team Development
 - Process Improvement
 - Business Systems Analysis
 - Consensus Building
 - Resource Management
 - Relationship Management
 - Analysis and Assessment
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Career Synopsis

KAISER PERMANENTE, Oakland, California 2003 - 2008

Largest not-for-profit HMO; \$34B revenue

Principal Program Manager, Process Improvement (2008)

Established and lead the Program Management Office (PMO) for the newly created Process Partnership Group within a 5,600 person IT department. Develop standard methods and processes while instilling a process-oriented culture. Create project plans, manage time-lines and deliverables, and ensure projects adhere to internal development methodologies. Report to the Business Management Office Director who oversees a \$10M budget.

- Developed common status reports; implemented uniform time reporting; initiated department wide project plans; oversaw implementation of ProVision process modeling and simulation tool; and created a common document repository utilizing IBM's QuickPlace.

Managing Director, Special Projects (2005 - 2007)

Realization Team Lead for large systems projects for Patient Business Services (PBS). Reported to VP PBS.

- Assessed status of previously stalled CPMS project and created a project plan within the first month; completed major requirements phase in less than four months. Secured commitment for program from the Corporate CFO and key regional CFO's. Facilitated vendor selection in a polarized environment.
- Championed a \$35M Comprehensive Payment Management Solution (CPMS), a Point of Sale (POS) system, to process member co-payments, deductibles, and fees at 7,000 patient registration and pharmacy stations.
- Defined and instilled a data driven culture; introduced metrics, targets, and periodic review processes to assist Billing and Collections departments to further reduce backlogs.
- Documented and validated Revenue Cycle SOX control requirements; delivered 100 reports ahead of schedule.
- Managed payment-related aspects for member check-in / payment self-service kiosks to enhance the customer experience. Successful pilot led to agreement to immediately roll out an additional 100 kiosks.

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Senior Manager, Supply Chain Management (SCM) Systems (2003 - 2005)

Reported to the Director Business Infrastructure; managed IT applications department supporting 35 systems and portfolio of 15 projects. Led transition from Legacy to state-of-the-art systems (e-Procurement, Concur SaaS, Interactive Voice Response, and mobile Materials Management). Reorganized the department resulting in six direct reports managing 100 professionals (including 20 offshore contractors). Oversaw a \$10 million budget.

- Slashed costs by 20% per hour by increasing cost effective offshore staff. Reduced staffing levels 15% by removing underperforming employees and redeploying underutilized staff. Renegotiated equipment contracts to achieve a 15% savings.
- Improved software quality by standardizing testing and structuring release processes across applications. Introduced process rigor leading to 90% drop in critical outages. Cut change request backlog by 50%.
- Led culture change and boosted morale by addressing performance issues and promoting employee recognition. Employed “road show” to staff sites (including India) to personalize the message and open lines of communication. Engaged stakeholders to turn around projects deadlocked for up to two years.

McKESSON CORPORATION, San Francisco, California 1993 - 2002

A pharmaceutical wholesaler; \$103B revenue

Vice President, Logistics Technologies (1998 - 2002)

Promoted to spearheaded invention and development of a trademarked Closed Loop Distribution (CLD) system for mobile delivery and pharmacy ordering, and receiving and inventory management utilizing the ruggedized Symbol Palm platform. Established pricing, contracts, intellectual property rights protection, and partnerships. Maintained full P&L ownership for truck driver delivery and pharmacy operation solutions with \$5M revenue). Led marketing efforts by authoring brochures and case studies for enhanced publicity and assistance to the sales force. Provided leadership geographically dispersed technical & business professionals. Reported to the SVP Customer Technologies.

- Created leading edge truck driver modules for CLD application suite to replace obsolete paper-based processes. Rolled out solution to 2,500 contract union drivers nationwide in less than two years.
- Achieved 99.99% delivery accuracy. Reduced shortages by \$10M annually; eliminated \$700K document imaging and \$1M yearly litigation costs. Generated 60% Internal Rate of Return on \$38M program.
- Resolved complex problem of segmenting data allowing receipt of truckload quantities versus only pallets.
- Engaged Six Sigma Black Belts to quantify customer’s 25% Warehouse Receiving productivity gain. Established benchmarks for future contracts and Major Account retention (Wal-Mart, Safeway, etc.).

Director, Business Process Improvement (1993 - 1998)

Recruited to lead a cross- and multi-functional team of 25 subject matter experts and managers to define a “paperless” distribution center (DC) operation. Conducted package selection; obtained Board approval by presenting business case; managed application development / integration, and five-year rollout. Expanded staff to 75 and managed team in a \$52M effort benefiting 30,000 customers. Converted 45 DC's and trained 2,500 partners to process 20M order lines each month. Reported to VP Process Improvement.

- Collaborated with Symbol Technologies to develop the first wireless wrist-mounted computers with finger-mounted bar code scanners to adapt vendor warehouse management system to shop floor processes.
- Slashed order errors 65%, increased productivity 8%, and improved inventory accuracy 20%. Produced \$15M inventory savings due to 99.5% accuracy of item inventory. Confirmed 27% IRR in post implementation audit.
- Overcame doubts of senior operations management regarding seemingly high price tag and uncertainty of achieving benefits by establishing benchmarks and exceeded expectations in a structured pilot.

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BAXTER HEALTHCARE, Deerfield, Illinois 1978 - 1993

Medical / surgical supplies manufacturer and distributor; \$10B revenue

Based on proven track record, promoted rapidly throughout career to positions of increased oversight and leadership.

Director, Information Technologies - Pharmaseal Division

Promoted to lead and mentor a team of 21 internal / external consultants and IT staff supporting manufacturing, and distribution and inventory management. Led strategic initiative to replace global manufacturing systems with PRMS AS400 MRP II package. Assembled a multidisciplinary team to establish standard platform for manufacturing systems for a diversified set of 3,000 items using discrete and process manufacturing. Staffed bilingual teams for foreign site implementations. Reported to the VP Manufacturing

- Increased service levels to 97% fill rate, a 9% improvement, and supported a \$10M increase in sales by globally deploying system. Achieved 4-year payback on 4-year, \$12M MRP II project.
- Proposed and established a PC-based Custom Kit Configuration system to verify kit feasibility and check component part compatibility. Efforts enabled a 100% increase in sales and 50% reduction in lead-time.
- Piloted IBM's Process Operations Management Systems (POMS) shop floor execution system to create company's first electronic batch record. Established process control viability using a latex mixing operation.

Manager, Logistics Consulting

Manager, Information Resource Consulting – advisor to Canada, Japan and Europe

Projects Manager, Materials Management

Project Leader, Transportation Systems

JOSEPH SCHLITZ BREWING, Milwaukee, Wisconsin 1974 - 1978

Brewer and distributor of malt beverages; \$1B revenue

Systems Coordinator, Transportation

Analyst, Traffic Operations

Analyst, Distribution Inventory Planning

UNITED STATES ARMY SECURITY AGENCY 1970 - 1972

Sergeant, Vietnam Veteran – Top Secret Security Clearance

Education

Masters of Business Administration - Marketing and Logistics

Bachelors of Science - Packaging Technology

Michigan State University, East Lansing, Michigan

Professional Affiliations

Council of Supply Chain Management Professionals (formerly Council of Logistics Management)

- Roundtable Chairperson, Board of Directors - two terms
- President, Chicago Roundtable - two terms
- Program Chair, Chicago Roundtable

National Industrial Traffic League: Project Leader and Electronic Railcar Location Messages Task Force

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