

## **MARC S. BLOCK**

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### **Summary of Qualifications**

Marc S. Block is founder and Principal of CFQ International LLC. The company is responsible for providing Six Sigma training, coaching, and consulting support for client Six Sigma implementation efforts. He has participated directly with manufacturing clients and transactional clients alike, as well as presenting public courses with attendees from various backgrounds. Mr. Block has aided clients, on-site, across the US and abroad (Canada, Mexico, Singapore, China, South Korea, Malaysia, Philippines, India, Belgium, UK, Italy, and Romania).

Mr. Block has more than eleven years of experience in quality program implementation, management consulting, and project management. He has experience in the implementation of Six Sigma quality including project team training and management activities. Mr. Block's knowledge of quality management includes strategic planning, electronic meeting facilitation, business process reengineering, metrics development and rollout, business function assessment, and leadership skills development. He has also served in the U.S. Air Force as an Acquisition Professional Development Program (APDP) certified project officer, an internal quality consultant, and curriculum evaluator and instructor within the Air University.

### **Education**

M.S., Industrial and Systems Engineering, Rutgers University, 1992.

B.S., Aeronautics and Astronautics, Massachusetts Institute of Technology, 1990.

### **Employment History**

**CFQ International LLC**, Principal, December 2003 – present.

**IBM Business Consulting Services**, , Senior Consultant, October 2002 to December 2003.

**PricewaterhouseCoopers LLP**, Fairfax, VA, Principal Consultant, June 2000 to October 2002.

**General Electric American Communications**, Princeton, NJ, Master Blackbelt, January 2000 to June 2000.

**Princeton Consultants Inc.**, Princeton, NJ, Consultant, June 1998 to December 2000.

**U.S. Air Force**, June 1992 to May 1998, final rank attained, Captain.

### **Selected Relevant Experience**

**Motorola University**, Digital Six Sigma instructor, January 2004 to present. Mr. Block is a lead instructor for Motorola's internal Black Belt training and education program.

**Hercules Inc., Six Sigma Implementation**, Lead Instructor and Coach, April 2003 to December 2003. Due to financial difficulties, Hercules needed to reduce costs while improving both efficiency and effectiveness of manufacturing and transactional processes. They chose to incorporate the Six Sigma methodology into their existing Work Process Redesign program. As the lead instructor, Mr. Block is responsible for providing just-in-time on-site training to Deployment Leaders and Project Leaders in both North America and Europe. He is also responsible for providing coaching services to process improvement teams at multiple locations.

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**Bank of America, Relationship Evaluation and Project Identification**, Project Leader, March 2003 to April 2003. Bank of America and IBM did not feel they were receiving the desired business results and mutual satisfaction for their relationship. Mr. Block was assigned to explore the IBM/Bank relationship, presenting areas of opportunity and options for actions. This was accomplished through interviews, data gathering, data analysis, and findings consolidation.

**Shell Gas, Six Sigma Implementation**, Lead Instructor and Coach, April 2002 to December 2002. Looking to reduce operational expenditures and gain further market share, Shell Gas chose to implement Six Sigma on a global scale. As co-Lead Instructor, Mr. Block presented training in Europe and Asia, to students representing 9 countries on 5 continents. Additionally, he provided on-site coaching for teams in Malaysia and the Philippines.

**Dow Corning, Six Sigma Implementation**, Lead Instructor and Coach, August 2001 to December 2002. Due to commercial market pressures, Dow Corning needed to reduce costs while improving both efficiency and effectiveness of manufacturing and transactional processes. To meet these strategic imperatives, their Chief Executive Officer chose our firm to lead the implementation of Six Sigma quality improvement methodology. As one of the lead instructors, Mr. Block is responsible for providing just-in-time on-site training to Six Sigma Champions and Black Belts in both North America and Europe. He is also responsible for providing coaching services to process improvement teams at multiple locations.

**Excel Partnership, Six Sigma Public Course Offering**, Resource Manager and Lead Instructor, July 2001 to September 2003. In an effort to partner Six Sigma quality improvement methodology with ISO standards, Excel Partnership, a leader in ISO training and registration, joined forces with our firm to provide public offerings of our firm's courses. Mr. Block is the lead instructor for the public courses offered jointly by Excel Partnership and IBM. He is the single face to the customer for the Excel/IBM interface.

**Dana Corporation, Six Sigma Implementation**, Lead Instructor, September 2000 to July 2001. Due to requirements placed on them by their key customers and the need for improved fiscal returns, Dana Corporation needed to improve the performance of their manufacturing and transactional processes. To meet these strategic imperatives, their Chief Executive Officer chose our firm to lead the implementation of Six Sigma quality improvement methodology. Mr. Block provided Six Sigma Champion and Black Belt training to multiple components of the corporation. He led courses for Dana's Auto Systems Group and Fluid Systems Group and their Spicer S.A. joint venture in Mexico.

**General Electric American Communications, Quality Office**, Master Blackbelt, January 2000 to June 2000. As the Master Blackbelt responsible for supporting and guiding the Satellite Engineering, Terrestrial Engineering, and Vendor Management departments, Mr. Block coached and provided strategic direction to Six Sigma quality improvement teams. He trained and supported project team leaders, and provided statistical analysis support to the improvement teams.

**Princeton Consultants Inc.**, Consultant, June 1998 to December 2000; Senior Associate, April 1998 to June 1999. By providing on-site and on-call consultation services to customers, Mr. Block was responsible for providing rapid response to the customers' management needs. When a large news gathering corporation was faced with a labor action, he designed and developed contingency plans that would allow the continued production and distribution of their main product. When a large corporation was faced with failing to meet a delivery deadline for a new multi-million dollar financial product, Mr. Block assumed management of the support development project. Through aggressive scheduling and project management, the support infrastructure was placed on-track for delivery to meet the needs of the sales and marketing champions. When a corporation needed to combine similar functions from its various companies into one enterprise level function, Mr. Block used business process redesign to facilitate interdepartmental consolidation ("downsize"). Mr. Block managed Year 2000 compliance certification efforts both for clients and for Princeton Consultants Inc. He was

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also responsible for providing in-house training to increase consultants' presentation skills. Primary clients included Norfolk Southern Railroad, Prudential, and Dow Jones.

**U.S. Air Force, Air University, Academic Instructor School (AIS)**, Director, Curriculum Evaluation, March 1997 to May 1998. Mr. Block evaluated every facet of AIS education. He taught methodology curriculum, conducted seminars and auditorium lectures instructing students on educational foundations, critiqued student presentations, and evaluated their lesson plans. He provided on-location educational workshops for personnel throughout the Department of Defense. As the Air University expert and point of contact for groupware technology and electronic meeting facilitation, Mr. Block was called upon to facilitate strategic planning meeting for all levels of the organization, ranging from the commander down to the fire department. Mr. Block retains the title of Professor Emeritus from the AIS.

**U.S. Air Force, Air Force Quality Institute**, Operational Consultant, July 1995 to March 1997. Mr. Block provided expertise to assess organizational performance and enhance mission effectiveness. He delivered consulting services and instruction to senior Department of Defense leaders and their organizations worldwide. Mr. Block designed, developed and delivered courses and services for senior leaders, mid-level managers, and quality advisors. He led the evaluation, development and deployment of groupware technology used in consultation efforts. Mr. Block conducted research to discover new trends and technologies. He facilitated the effective development of strategic plans and provided aid to organizations in implementing a Quality Air Force culture.

**U.S. Air Force, Detachment 2, Space and Missile Systems Center**, Space Safety Officer, December 1993 to July 1995. Mr. Block analyzed and took necessary actions to mitigate risk associated with the launch and operation of satellites. With the additional duty of being a Consultant for Quality, he facilitated meetings, participated in Process Action Teams, and assisted in the implementation of Total Quality Management throughout the organization. Mr. Block was a core team member on a team working towards process improvement within the Defense Finance Accounting Service (DFAS).

**U.S. Air Force, Consolidated Space Test Center, Engineering Office**, Project Officer, June 1992 to December 1993. As the Command Release Point for the Air Force Satellite Control Network, Mr. Block assessed and prioritized network requirements, and secured funding to accomplish projects to meet them.

### **Computer Skills**

Software: MINITAB, Microsoft Office, MS Project, and GroupSystems for Windows

### **Awards and Honors**

U.S. Air Force, Air Force Commendation Medal, 1995 and 1998

U.S. Air Force, Air Force Achievement Medal, 1996

Who's Who in American Science and Engineering, Listing, 1995

M.I.T, Department of Aeronautics and Astronautics, Luis de Florez Prize, 1990

Society of Distinguished Collegiate Americans, Listing, 1989

Outstanding College Students of America, Listing, 1988

Bausch and Lomb, Science Medal, 1986

George Washington University, Engineering Award, 1985

Who's Who in American High Schools, Listing, 1985

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