



Richard D. Manca

Lean₂ Business Consulting

Success is more than the accomplishment of an aim or purpose, it is a state of mind.

As the owner of Lean2 Business Consulting, I instill this belief in my daily routine, incorporating my knowledge of today's industry challenges with unique problem-solving skills to drive results and meet my client's goals and objectives. Leveraging the tenants of Process, People, and Change, customers benefit from innovative solutions that are robust and accepted within an organization's framework. The principle that great leaders enable the solution through collaboration, empowerment, and mentoring is key to successful engagements.

Retiring as the Vice President of the Corporate Lean Six Sigma and Business Transformation group at Xerox, Richard is proud to have also been a member of that organization's charter group. He was a key influencer and developer of the Lean Six Sigma strategy and program deployment, particularly in the Government Healthcare sector of Xerox Services. He redesigned and branded the current Xerox curriculum integrating business-relevant content and practices.

He has held multiple positions in Product Design and Development, Quality, Information Technology, and Manufacturing. He has served on the Council for Lean Six Sigma Executives and the International Society of Six Sigma Professionals. As the implementer of a global statistical process control system, he chaired the Northeastern Region of the Computer Associates/PRMS user group. He developed teams that shared best practices to drive efficiency and excellence into manufacturing operations. During this period, he also served as the Chairperson, International Manufacturing subcommittee of the Computer Associates/PRMS User Advisory Committee. He has spoken at PRMS user group conferences on the positive aspects of quality operations and the benefits of networked quality operations. He is privileged to have traveled globally, implementing quality, certifying suppliers, and deploying Lean Six Sigma programs in South America, Mexico, Europe, and the United Kingdom.

He is active in his community serving as a Liturgical and Eucharistic Minister and a Stephen Minister in his parish. He serves as a volunteer in his local fire department as a firefighter and driver operator and a Commissioner on the Board Of Fire District1. He served on the Executive and the Board of Directors for The Villa of Hope in Rochester, New York, and chaired the Program and Quality Committee. He is an Adjunct Professor at Evangel University in Springfield, Missouri. He is an avid outdoorsman and teaches orienting and wilderness skills. Community service is deeply rooted in his daily activities.



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Bringing forward the talent to enable the vision

Areas of Expertise

- Deep subject matter knowledge in Lean Six Sigma, Business Operations, and Strategy Development/Implementation
- Strong understanding of aligning healthcare operations to contractual obligations
- Strong business acumen complemented with common sense principles
- Coaching and mentoring to high levels of performance and excellence
- Build high synergy in teams to develop and define relevant and robust solutions

Key Accomplishments

- Developed, deployed, and delivered the Evangel University LSS program as an Adjunct Professor.
- Trained and Green Belt certified Commercial Property & Casualty Practice SVP at Frost Bank.
- Captured spend in Third Party Liability for a Medicaid contractor.
- Increased bid accuracy by 50% and reduced cycle time by 30% in a transportation bidding process
- Represented Xerox on NJ EZ-Pass and California Bay Area Transportation Authority contracts to win the bid.
- Developed and deployed an enhanced LSS program for Xerox Corporation.
- Designed and Deployed Lean Six Sigma program in Government Healthcare in Xerox Services
- Implemented cost reduction and consolidation actions to offshore back-office functions to a lower cost base.
- Achieved level-2 CMM in Xerox Information Technology
- Managed \$250M Cost of Production as the Business Information Systems Manager
- Implemented global SPC in manufacturing to reduce start-ups by 50%, cut costs by 20%, and increase quality by 25%
- Accomplished inventor having patents in materials of composition for Xerographic Materials.

Work History Summary

- Adjunct Professor Evangel University
- Vice President Corporate Lean Six Sigma and Business Transformation (CLSS&BT)
- CLSS&BT Director Services LSS Deployment and Director of Learning
- Chief of Staff North American Order to Collection
- Materials and Production Control Manager Focus Factory
- Manager Business Information Systems, NA Statistical Process Control Manager, Applied R&D, New Product Design and Delivery,

Formal Education/Certifications

- Certified LSS Master Black Belt (LSS MBB/BB)
- Chief Master Instructor
- MS: Manufacturing and Engineering Management
- BS: Chemistry
- Volunteer Firefighter, Operator, and Commissioner