**Charanjit Singh (CJ) Bawa, Business Improvement Coach (Summarized Resume)**

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**Credentials, Education & Professional Certifications**

* Mechanical Engineering Diploma (Automotive specialization)
* Project Management Professional (PMP) from PMI USA
* Agile Certified Practitioner (PMI-ACP) from PMI USA
* Certified ADKAR Change Management Professional from PROSCI USA
* Certified Six Sigma Black Belt (CSSBB) from ASQ USA
* Lean Six Sigma Master Black Belt from International Six Sigma Institute
* Certified Scrum Master from Scrum Alliance
* Certified Facilitator from ICA Associates, Canada
* Certified Microsoft Data Analyst, NIIT, India
* Certified in MOST (Maynard Operation Sequence Techniques) from Accenture USA
* Authorized PMI Training Facilitator & Partner– PMI, USA
* Authorized PMI Training Facilitator & Partner – ASQ, USA

**Overview**

Passionate, results-driven, and enthusiastic Business Improvement trainer and public speaker with thirty years of experience transforming professionals and organizations. Specializing in Project Management (Waterfall & Agile Practices), Change Management, Leadership, Lean, Six Sigma & Lean Six Sigma courses. Founded QCDMS Consultants in June 2014, training over 15,000 professionals from 100 organizations across Canada. Sought-after guest speaker at renowned professional associations such as ASQ, APICS, ASCM, OACETT, and PMI.

**Business Improvement Experience (Some of the Engagements)**

**Nuclear Experience:**

* Ontario Power Generation: Managed Lean Deployment projects during nuclear reactor refurbishment, with a budget of $13 billion.
* NPX Innovation: Supported improvement initiatives in nuclear innovation projects, focusing on process optimization and quality enhancement. Training NPX staff so they further support their client Bruce Power Nuclear.
* At both Programs, coached and trained staff to apply Lean, Agile, Project Management, Change Management methodologies to improve project efficiency (and finish projects in Scope, Budget, Schedule & Quality).

**Healthcare Experience:**

* Astra Zeneca: Collaborated with cross-functional teams to implement Lean methodologies in healthcare processes. Conducted value stream mapping exercises to identify waste and inefficiencies in the supply chain, leading to improved inventory management and cost savings.
* Pace Cardiology: Implemented Lean methodologies to improve process efficiency in imaging clinics. Collaborated with clinical staff to implement standardized work procedures and improve patient flow, resulting in reduced wait times and increased patient satisfaction.

**Automotive/ Manufacturing Experience:**

* HONDA- Managed launch of three new Honda models, leading to close to 3000 process improvements.
* KOBAY ENSTEL- Reduced die changeover time by 40% at Daewoo Cars, achieving cost savings of $200,000.
* Led projects at Kobay-Enstel Automotive Inc. resulting in a 30% increase in efficiency and $2 million in cost savings.
* TORO Group: Supported improvement initiatives in aluminum, railings, and windows manufacturing. Identified inefficiencies in production processes through data analysis and root cause analysis, implementing solutions to improve quality and reduce lead times.

**Mechanical Asset Maintenance Experience**:

* Collaborated with Fix Auto, Matheson Collision, Mississauga Bus & Coach, and Skyway Coach to implement Lean methodologies and improve repair efficiency.
* Worked as an Assistant Superintendent for Mississauga Transit and worked with many reliability and efficiency improvements of transit maintenance processes.
* Achieved cost avoidance of $50 million at Mississauga Transit by implementing preventive maintenance initiatives.

**Public Sector Experience:**

* Initiated Lean culture in 5 out of 22 divisions at the City of Mississauga, resulting in up to $5 million in cost savings.
* Worked with many municipalities Vaughan, Barrie, Oshawa, Whitby, Richmond Hill to train staff of LEAN Kaizen Events to improve municipal processes.

**Agricultural Cannabis Experience:**

* Provided Business Improvement coaching and training at Medi sun Inc, optimizing cultivation processes and increasing productivity.
* Provided Business Improvement coaching and training at Mera Cannabis, Greenleaf products, optimizing cultivation processes and increasing productivity.

**Professional Experience**

**QCDMS Consultants: *Owner, Founder, June 2017 - Present***

* + Established consulting firm providing comprehensive training in Lean, Six Sigma, Project Management, and Change Management.
  + Established a business improvement training, coaching, and consulting firm specializing in:
  + LEAN
  + Six Sigma
  + LEAN Six Sigma
  + Project Management (Waterfall & Agile Practices)
  + Manufacturing improvement courses
  + Change Management
  + Servant Leadership courses
  + Group Facilitation
  + **Trained 15,000 professionals from 100 organizations, including 500 different improvement and project teams, with savings of more than $500 Million.**
  + Regular guest speaker and trainer for professional chapters and organizations: ASQ (Toronto, Kitchener, London), APICS (Peel, London), OACETT, PMI (Lakeshore, Hamilton, Durham, and numerous professional chapters), AORS (Association for Road Operations and Supervisors)
  + Courses Offered: Monthly courses covering Project Management (Waterfall and Agile), Change Management, Leadership, and Continuous Improvement (Lean and Six Sigma) and numerous other Improvement methodologies.
  + Training Approach:
  + Utilizes experiential learning with attention to detail and focus on end goals.
  + Expertise in group facilitation techniques and innovative adult learning methodologies to engage the audience.
  + Excellent presentation and engaging skills with a 98% training survey satisfaction score.
  + Specialization:
  + Operations and Process Management, Continuous Improvement (learned from Japanese sensei while working for HONDA).
  + Robust data analysis and analytical skills, conversant with 7 Quality Control tools, Six Sigma methodologies, and statistical analysis.
  + Ability to coach Project Management professionals on analyzing large databases to find trends and themes, improving Project or Product KPIs.
  + Balances the big picture with attention to detail, connecting the organization's purpose to front-line work.

**City of Mississauga:**

***Project / Programs Manager, Lean Deployment | October 2013 - June 2017***

- Led strategic planning and program management for city-wide Lean programs, achieving significant improvements in service delivery and cost savings.

**Assistant Superintendent – Transit Maintenance, Mississauga Transit | January 2010 - October 2013**

- Managed daily operations, achieving notable cost avoidance and enhancing bus service reliability and safety.

- Leading reliability and efficiency improvement projects.

**Kobay-Enstel Automotive Inc.:**

***Programs Manager, Engineering & LEAN | November 2003 – January 2010***

- Oversaw product launches and continuous improvement initiatives, resulting in significant efficiency gains and cost savings.

**Honda Cars:**

**Senior Manufacturing Engineer- Project Coordinator | March 1997 - October 2003**

- Initiated and managed setup of new manufacturing plant and assembly line, achieving substantial process improvements.

**Daewoo Motors:**

**Junior Manufacturing Engineer- Project Coordinator | May 1995 – March 1997**

- Initiated and managed setup of new manufacturing plant and assembly line, achieving substantial process improvements.

**Delhi Automobiles:**

**Service Engineer- | July 1994 – May 1995**

- Responsible for customer service-related resolutions (repairs and warranties), for FIAT models.

**Please review Detailed Portfolio for more information.**