

**Jason Buchanan**

**EMAIL: [jbuchanan@ColonialDanforthConsulting.com](mailto:jbuchanan@ColonialDanforthConsulting.com)**

**(207) 841-4570**

**SUMMARY:**

- 20+ years of management and training experience.
- 13 years experience as a curriculum development manager and classroom instructor, amassing 4,200+ classroom hours.
- 15+ years of Quality Assurance and Quality Control experience.
- Recognized expert in training and facilitation.
- 16 years experience in both project and program management.
- Recognized expert and certified as a process improvement and process change agent.

**PROFESSIONAL EXPERIENCE:**

- **Director of Operations and Training, Business Network International Jan 2015 – Sept 2018:**
  - Responsible for the short and long term operations and training of 2,480 employees in 106 satellite offices throughout the states of Maine, New Hampshire and Florida.
  - Primary responsibilities include overseeing the implementation, adherence to, and training of organizational policies and procedures.
  - Implemented a Member Success Training Program to new employees increasing participation from 67% to 93%.
  - Capitalized on the success of the new employee Member Success Training Program by creating a 6-part Advanced Member Success Training Program for existing employees.
  - Created, developed, and implemented a train-the-trainer program to increase training opportunities throughout the three regions.
  - Ultimately provided over 1,700 total hours of training.
  - Results include a 19% market penetration increase, 16% growth of personnel, and an increase of \$70.7 million in the first 24 months.
- **Continuous Process Improvement Consultant, Colonial Danforth Consulting, LLC Sept 2009-Present:**
  - As a business consultant and entrepreneur, I have experience encompassing both for profit and non-profit organizations. Areas of specialization include strategic policy and management, change management, organizational development, training of cross-functional teams, and management analysis.
  - Led an organizational change initiative incorporating 96 personnel in six departments increasing productivity by 28% and improving resource utilization by 35%. This change initiative was accomplished 5 weeks ahead of schedule.
  - Utilized training needs assessments in conjunction with Department Heads to identify areas of need to increase both efficiency and effectiveness of systems and personnel.
  - Implemented both initial and follow on training programs to increase value added educational programs to employees while also reducing rework and downtime ultimately increasing overall revenue by 27%.

- **Employee Training and Development Consultant, Colonial Danforth Consulting, LLC Sept 2009- Present:**
  - Utilized a consulting model of needs assessment, design/develop solution, implementation, and evaluation to lead a project for company wide change initiatives.
  - Implemented a performance management system to assess the programs, technologies, and tools used to motivate, educate, and train employees.
  - Partnered with regional Managing Directors to develop competency-based training infrastructures by job title.
  - Expertly managed development of reports that included interim counseling and quarterly, and semi-annual evaluations for supply, logistics, and transportation personnel.
  - Consulted with management concerning individual and team development needs.
- **Maintenance, Operations and Quality Assurance Manager, US Navy 1988 – 2009**
  - Quality Assurance Manager. Directly responsible for 51 quality inspectors and 208 production personnel. Audited with 100% accuracy 24 internal and 6 external programs.
  - Project Manager. Managed the scheduled and unscheduled maintenance of 12 aircraft and the production efforts of 183 personnel. Results were a 26% increase in aircraft utilization rates, an increase of 39% in readiness rate, and the distinction of the Noel Davis award for excellence in the air wing.
  - Logistical Supervisor. Responsible for a \$17.2 million annual logistical and operational budget. Year-end auditing produced an error rate of 0.1%, the lowest error rate in a 13-year period.
  - Curriculum Development Supervisor. Directly responsible for verifying the accuracy of 145 curriculum courses with an error rate of zero while simultaneously developing 12 new courses during a 3 year period. These 12 courses were adapted for use by all Departments of the Navy activities as a “best practice”.
- **Adjunct Professor.** Currently on staff as an adjunct professor at Southern Maine Community College, and Southern New Hampshire University.
- **Board of Directors.**
  - Past chair of the Government Liaison and Executive Committee, Board of Directors for Southern Mid Coast Maine Chamber of Commerce
  - Past President of the Board of Directors for Sexual Assault Response Services of Southern Maine.

## **PRESENTATIONS AND FACILITATIONS:**

- “Alternative Methods of Compensation” Presented to the Southern Mid Coast Maine Chamber of Commerce October 2010
- “Managing a Multi-Generational Workforce” Presented to the Southern Mid Coast Maine Chamber of Commerce July 2011
- “Managing and Coping With Change” Presented to the International Association of Administrative Professionals September 2011.
- “Motivating Employees to Change” Presented to Maine Society of Human Resource Managers March 2012.
- “Lean Six Sigma Methodologies” A 2-day Quality Program, Presented to Molynecke Health Systems.

- “The Dynamics of Strategy and Performance” A 2-day Strategic Program, Presented to the Council on Public Relations.
- “The Power of Relational Capital” Presented to the Association of Maine Realtors.
- “Don’t Should All Over Me with Your Commission Breath!!” An ongoing presentation series for sales professionals.
- “A Company’s (Not So) Secret to Growth” – BNI National Conference. Savannah, GA. May 2015.
- “Alternative Methods of Compensation” Presented to the Bath Rotary Club September 2015.
- “Leading Change” Presented to Waterville Rotary Club January 2016.
- “Networking: The Power of Relational Capital” – Presented to the Mid Maine Chamber of Commerce March 2016.
- “Carrots or Sticks: The Art of Motivating Employees” - Presented to the Mid Maine Chamber of Commerce June 2017.

### **PUBLISHINGS:**

- “Alternative Methods of Compensation, Series of 3”, The National Networker (TNNWC), March 2011
- “Managing a Multi-Generational Workforce”, The National Networker (TNNWC), June 2011
- “Being a Leader”, The Blue Tuesday Report, July 2011
- “Accountability and Goal Setting”, The Blue Tuesday Report, August 2011
- “Learning to Cope When Your Skills Are Taken”, The Good Men Project, October 2015

### **EDUCATION:**

- **Master of Business Administration, 2012**
- Southern New Hampshire University, Manchester, NH
- **Master of Science in Organizational Leadership, 2008**
- Southern New Hampshire University, Manchester, NH
- **PhD in Industrial and Organizational Psychology. *Currently in the Dissertation Phase***  
*Grand Canyon University, Phoenix, AZ      Anticipated defense date August 2019*

### **CERTIFICATIONS:**

- **Graduate Certification in Human Resource Management**  
Southern New Hampshire University, Manchester, NH
- **Graduate Certification in Project Management**  
Southern New Hampshire University, Manchester, NH
- **Certified Master Training Specialist**  
Center for Naval Education and Training in partnership with the Association for the Society of Training and Development (ASTD)
- **LEAN/Six Sigma Black Belt**  
Center for Naval Education and Training

### **AWARDS:**

**Undergraduate Faculty of the Year – 2013** Southern New Hampshire University Brunswick Center

## PROFESSIONAL TRAINING:

- Project Cost Control
- Project Procurement Planning
- Strategic Management
- Quantitative Analysis
- Operations Management (Graduate and Undergraduate)
- Supply Chain Management (Graduate and Undergraduate)
- Managerial Accounting for MBA's
- Project Management 1
- Seminar in Project Management
- Managerial Economics
- Financial Management
- Multinational Corporate Environment
- Strategic Management
- Six Sigma Quality Management
- LEAN/Six Sigma Black Belt Certification Courses:
  - OPER0161 Six Sigma and the Corporate Enterprise
  - OPER0162 Leadership in Six Sigma
  - OPER0163 Organizational Goals and Objectives
  - OPER0164 History of Organizational Improvement and the Foundations of Six Sigma
  - OPER0165 Overview of Business Process Management
  - OPER0166 The Importance of Metrics to Six Sigma
  - OPER0171 Define the Six Sigma Opportunity
  - OPER0172 The Six Sigma Project Charter and Plan
  - OPER0173 Six Sigma Team Leadership
  - OPER0174 Six Sigma Team Dynamics and Performance
  - OPER0175 The Six Sigma Change Agent
  - OPER0176 Six Sigma Management and Planning Tools
  - OPER0177 Six Sigma and the Voice of the Customer
  - OPER0178 Six Sigma and Critical Customer Requirements
  - OPER0179 Defining and Mapping the Six Sigma Process
  - OPER0181 Scoping the Six Sigma Project
  - OPER0191 Project Analysis and Documentation
  - OPER0192 Probability and Statistics
  - OPER0193 Collecting and Summarizing Data
  - OPER0194 Properties and Applications of Probability Distributions
  - OPER0195 Measurement Systems
  - OPER0196 Analyzing Process Capability
  - OPER0197 Calculating Process Capability
  - OPER0251 Exploratory Data Analysis
  - OPER0252 Hypothesis Testing
  - OPER0253 Common Tests
  - OPER0254 Variance, Contingency Tables, and Nonparametric Tests
  - OPER0211 Design of Experiments (DOE)
  - OPER0212 Design and Analysis

- OPER0213 Taguchi and Quality Improvement
- OPER0214 Experimenting for Process Improvement
- OPER0221 Six Sigma--Statistical Process Control
- OPER0222 Control Charts and the Pre-control Process
- OPER0223 Six Sigma--Lean Tools for Control
- OPER0224 Six Sigma--Measurement System Re-analysis

**ADDITIONAL SPECIFIC KNOWLEDGE COURSES (LEAN):**

- OPER\_01\_a01\_bs\_enus Lean Concepts
- OPER\_01\_a02\_bs\_enus Non-value added Steps and Tasks
- OPER\_01\_a03\_bs\_enus Lean Tools
- OPER\_01\_a04\_bs\_enus Total Productive Maintenance (TPM)
- OPER\_02\_a01\_bs\_enus Quality Function Department (QFD)
- OPER\_02\_a02\_bs\_enus Robust Design and Process
- OPER\_02\_a03\_bs\_enus Failure Mode and Effective Analysis
- OPER\_02\_a04\_bs\_enus Design for X (DFX)

**ADJUNCT COURSES INSTRUCTED:**

**UNDERGRADUATE COURSES**

BUSN-100	Introduction to Business	Southern Maine Community College	Sept – Dec 2010
OL-215	Principles of Management	Southern New Hampshire University	Jan – Feb 2011
OL-328	Organizational Leadership	Southern New Hampshire University	Jun – Aug 2011
OL-215	Principles of Management	Southern New Hampshire University	Sept - Oct 2011
OL-421	Strategic Management & Policy	Southern New Hampshire University	Oct – Dec 2011
OL-324	Managing Quality	Southern New Hampshire University	Jan – Feb 2012
OL-421	Strategic Management & Policy	Southern New Hampshire University	Mar – May 2012
QSO-300	Intro to Ops Management	Southern New Hampshire University	May – Jun 2012
OL-215	Principles of Management	Southern New Hampshire University	Sept - Oct 2012
OL-421	Strategic Management & Policy	Southern New Hampshire University	Oct – Dec 2012
QSO-324	Managing Quality	Southern New Hampshire University	Jan – Feb 2013
OL-421	Strategic Management & Policy	Southern New Hampshire University	Mar – Apr 2013
OL-215	Principles of Management	Southern New Hampshire University	Sept - Oct 2013
OL-421	Strategic Management & Policy	Southern New Hampshire University	Oct – Dec 2013
QSO-324	Managing Quality	Southern New Hampshire University	Jan – Feb 2014
OL-421	Strategic Management & Policy	Southern New Hampshire University	Mar – Apr 2014
OL-215	Principles of Management	Southern New Hampshire University	May – Jun 2014
QSO-300	Intro to Ops Management	Southern New Hampshire University	May – Jun 2014
OL-215	Principles of Management	Southern New Hampshire University	Oct – Dec 2014
OL-421	Strategic Management & Policy	Southern New Hampshire University	Mar – May 2015
QSO-324	Managing Quality	Southern New Hampshire University	Mar – May 2015
QSO-300	Intro to Ops Management	Southern New Hampshire University	May – July 2015
OL-328	Organizational Leadership	Southern New Hampshire University	May – July 2015
OL-215	Principles of Management	Southern New Hampshire University	Sept– Nov 2015
OL-421	Strategic Management & Policy	Southern New Hampshire University	Nov – Jan 2016

QSO-324	Managing Quality	Southern New Hampshire University	Feb - Apr 2016
OL-328	Organizational Leadership	Southern New Hampshire University	Apr – May 2016
OL-215	Principles of Management	Southern New Hampshire University	Jun - Aug 2016
QSO-300	Intro to Ops Management	Southern New Hampshire University	Jun - Aug 2016
OL-326	Social Environment of Business	SNHU – Online	Aug – Oct 2016
OL-421	Strategic Management & Policy	Southern New Hampshire University	Jan – Mar 2017
QSO-324	Managing Quality	Southern New Hampshire University	May – July 2017
QSO-300	Intro to Ops Management	Southern New Hampshire University	Jun - Aug 2017
OL-421	Strategic Management & Policy	Southern New Hampshire University	Oct – Dec 2017
QSO-300	Intro to Ops Management	Southern New Hampshire University	Jun - Aug 2018
OL-421	Strategic Management & Policy	Southern New Hampshire University	Jun - Aug 2018
OL-326	Social Environment of Business	SNHU – Online	Aug – Oct 2018
OL-326	Social Environment of Business	SNHU – Online	Nov - Dec 2018
OL-326	Social Environment of Business	SNHU – Online	Jan - Feb 2019

### GRADUATE COURSES

OL-660	Redesigning Middle Mgmt	Southern New Hampshire University	Sept – Dec 2011
QSO-600	Operations Management	Southern New Hampshire University	Apr – Jun 2012
QSO-640	Project Management	Southern New Hampshire University	Apr – Jun 2012
QSO-620	Six Sigma Quality Analysis	Southern New Hampshire University	Sept – Dec 2012
QSO-600	Operations Management	Southern New Hampshire University	Jan – Mar 2013
QSO-600	Operations Management	Southern New Hampshire University	Jun – Aug 2013
OL-635	Consulting	Southern New Hampshire University	Jun – Aug 2013
QSO-600	Operations Management	Southern New Hampshire University	Sept – Dec 2013
QSO-640	Project Management	Southern New Hampshire University	Jan – Mar 2014
QSO-600	Operations Management	Southern New Hampshire University	Apr – Jun 2014
QSO-620	Six Sigma Quality Analysis	Southern New Hampshire University	Sept – Nov 2014
QSO-600	Operations Management	Southern New Hampshire University	Nov '14 – Jan '15
OL-660	Redesigning Middle Mgmt	Southern New Hampshire University	Feb – Apr 2015
QSO-600	Operations Management	Southern New Hampshire University	Jul – Sep 2015
OL-670	Leadership	Southern New Hampshire University	Jan – Mar 2016
QSO-620	Six Sigma Quality Analysis	Southern New Hampshire University	Mar - May 2016
QSO-600	Operations Management	Southern New Hampshire University	Aug – Oct 2016
QSO-620	Six Sigma Quality Analysis	SNHU – Online	Oct 2016-Jan 2017
OL-690	Responsible Corp. Leadership	Southern New Hampshire University	Oct 2016-Jan 2017
OL-670	Leadership	Southern New Hampshire University	Jan – Mar 2017
OL-635	Consulting	Southern New Hampshire University	Jun – Aug 2017
OL-670	Leadership	Southern New Hampshire University	Jan – Mar 2018