

Ben B. Graham

President

The Ben Graham Corporation

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Professional Background

The Ben Graham Corporation - Tipp City, OH

2003-2006 President and CEO

2001-2006 President

1990-2006 Consultant and Coach

Provides process improvement consulting, coaching and education services to organizations across the US and Canada -- including data collection, mapping processes, facilitating analysis teams, preparing and presenting improvement recommendations and coordinating implementation.

- 2004-2005 Established a process library and continuous improvement program with a Property Development Company.
- 2003-2004 Established a process library and continuous improvement program at Chesapeake Energy Corporation. Prepared process maps to support Sarbanes-Oxley (finance-related) requirements.
- 2002-2003 Supported the redesign of the Building Permits process for the City of Cincinnati.
- 2001-2002 Participated in education of over 800 employees of Caterpillar and Caterpillar Dealers to support worldwide deployment of the Graham process improvement methodology.
- 2001-2004 Trained over 100 employees of the State of North Dakota to support statewide deployment of the Graham process improvement methodology.
- 2000 Provided training, coaching and consulting to the City of Dayton, OH that included mapping and improvement of the main mission processes of the Finance Department (Tax, Water Revenue, Purchasing, Payroll, Cashiers and Financial Analysis).
- 1998-1999 Supported the redesign of the Building Permits process for the City of Dayton that spanned seven departments/agencies (Charted over 350 steps in one day). The improvement recommendations included the establishment of a one-stop-shop. The agencies moved into new facilities in October 1999. Customers (builders/architects) reported noticeable improvements.

- 1998-1999 Charted the processes involved in securing patents on intellectual property for a large chemical company. Immediate benefits were realized in and as a result of the communication between the US and International filing groups. The maps were used by an Oracle System integrator to assist in the development of a single system to replace the existing processes that included manual processing and several automated or semi-automated functions.
- 1997 Charted and tested the processes involved in the development and installation of an auto insurance division for MBNA credit card company.
- 1996 Charted and tested the processes associated with an ERP Software Implementation Solution. This testing uncovered 21 problems with the proposed installation that were subsequently corrected before the system was implemented.
- 1994-1997 Helped establish and guide an internal process improvement group within MBNA that over a period of 4 years built a process chart library of more than 300 processes. The maps were used for training, to develop written procedures, and as a baseline for improvement projects and a self-audit program.

1990-2006 Speaker and Educator

Provides process improvement education in the form of hands-on workshops. The workshops have attendees work through several charting exercises to gain a good understanding of the maps and how to work with them. They also work through different phases of a process improvement project in the form of a case exercise that has them chart, analyze and improve a process.

- 1994-2006 Workshop Director - Conducted 1, 2 and 3-day Process Improvement Education Workshops to organizations across the US. (In 1994, established the Ben Graham Group in Winnipeg, Manitoba to promote education workshops across Canada.)
- 1990-2003 Workshop Trainer/Presenter - Co-conducted 3-5 day Public Process Improvement Education Workshops in US, Canada and Latin America

1990-2006 Software Director

Directs the Work Simplification Software Division (development, fulfillment and support) that publishes Graham Process Mapping Software that is designed specifically for mapping business processes for analysis and education.

1996-2006 Director - Oversees all phases of development, fulfillment and support for Graham Process Mapping Software.
1990-1995 General Manager

Mullett Associates, Inc. - Los Angeles, CA

1985-1990 Project Manager/Database Programmer

Managed multi-project scheduling and resources. Projects included electronic circuit design and software development. Used Harvard Project Manager and Lotus spreadsheets to provide real-time visibility over project progress, resource allocations and budget performance. The sum of 21 projects averaged 2% under budget.

Developed strong database programming and testing skills.

Southern California Edison Company - Rosemead, CA

1980-1985 Industrial Engineer

Internal consultant - Managed several departmental-level projects aimed at improving productivity. Established a work sampling program to assess the productivity of maintenance employees at power generating stations. Developed performance standards for meter readers.

Education

1985 MBA Marketing & Entrepreneurship, USC

1979 BA Economics, UCLA

1978 5-day Work Simplification Training Workshop. Attended workshop while a student at UCLA. First formal exposure to fundamentals of business process improvement.

Publications, Papers and Presentations

Book

2004 -- Detail Process Charting: Speaking the Language of Process. 187 pp., John Wiley Publishers.

Newsletter

2002-2006 Electronic Newsletter. Business Process Mastery Newsletter - Edit and Publish to over 4000 subscribers (11 issues published)

Websites

1996-2006 Process Improvement/Work Simplification Website (www.worksimp.com).

2003-2006 Graham Process Mapping Software website (www.processchart.com)

2004-2006 Detail Process Charting website (www.detail-process-charting.com)

2003 Spanish version of Process Improvement/Work Simplification website (www.mejoresprocesos.com)

Articles, White Papers & Presentations

- 2006 -Capturing Corporate Knowledge in a Process Library–BFMA Spring Forms Institute
- 2006 - Using Detail Process Charts to Support Effective Improvement –BFMA Spring Forms Institute
- 2006 - Understanding Business Processes – International Lean and Six Sigma Conference
- 2006 - Business Process Analysis – BFMA Canada Forms Institute
- 2006 - Using Detail Process Charts to Support Effective Improvement – BFMA Canada Forms Institute
- 2005 - Business Process Improvement –DMIA Conference & Expo
- 2005 - Improving Business Processes – Presented via 2 webex sessions to BFMA CFSP group
- 2005 - Article. IT – The Inside Track to Better Business Processes. Published on Business Process Management Group website (bpmg.org)
- 2005 - Understanding Business Processes – BFMA Symposium
- 2005 -- Creativity in Problem Solving – BFMA Symposium
- 2004 - Article. Business Process Improvement: The Devil’s in the Detail
- 2004 - Understanding Business Processes – BFMA Symposium
- 2004 - Article. Using Detail Process Charts to Enhance Improvement Initiatives – Presented at BFMA
- 2004 - Article. Understanding Business Processes – AIIM Expo
- 2003 - Paper. Detail Process Charting-Introduction (to manuscript) – Published in Ben Graham Corporation Process Improvement newsletter
- 2003 - Article. Creativity in Problem Solving –BFMA (Business Forms Management Association) Symposium
- 2003 - Capturing Corporate Knowledge in a Process Library–BFMA Symposium
- 2003 - Article. Process Flowcharting –BFMA Symposium
- 2003 - White Paper. Detail Process Charting – Published in Ben Graham Corporation Process Improvement newsletter and in the Business Process Management Group’s newsletter
- 2002 - Presentation. Process Improvement - Using Process Flowcharts to Assure Smooth Transition – BFMA Chapter Meeting
- 2001 - Article. Capturing Corporate Knowledge in a Process Library –BFMA Symposium
- 2001 - Article. Rediscover Work Simplification – published in Today, the publication of TAWPI (The Association of Work Process Improvement)
- 2001 - White Paper. Graham Process Charting Software - Multiple Flow Charting for Analysis (Revised)
- 2000 - White Paper. Including Flow Lines of People in Process Charts
- 1996 - White Paper. Graham Process Charting Software - Multiple Flow Charting for Analysis
- 1989 - White Paper. The Work Simplification Method

Training Materials

1999-2005 - Updated 3-day education workshop materials

2002 - Developed 1-day education session

Software Manuals

1996-2006 - Edited and Revised Education Manual for Graham Process Mapping Software

- Business Process Improvement Methodology - for use with Graham Process Charts

1996-2006 - Developed and Revised Education Manuals for Graham Process Mapping Software

- Business Process Charting - Graham Process Mapping Software - Getting Started Guide and Tutorial

1996-2005 - Developed and Revised Education Manuals for Graham Process Mapping Software

- Business Process Charting - Graham Process Mapping Software - Professional Edition Features Overview