

## **Mark McKay, Ph.D.**

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### **SHORT CHRONOLOGY**

Aug. 2005 - Present

Associate Professor, School of Business  
Trinity Western University

Teaching, leadership, and research responsibilities in quantitative methods, management science, and operations management.

Dec. 1992 - Present

Management Consultant (MJMcKay Corporation)

Special projects in management, training, decision modeling, and quality assessment, with an emphasis in quality service management. Particular experience in healthcare. My specialty is in applying “Toyota” or “Lean” principles to service systems. Clients include Kaiser Permanente, University of Washington Medical Center, Children’s Hospital and Regional Medical Center, Port of Seattle, Seattle’s Best Coffee, Oakwood Hospitals (Dearborn, MI), Department of Licensing (WA), Boeing, Microsoft Corporation, Puget Sound Blood Center, Bank of America, Blue Cross of Washington and Alaska, American Home Products, Carnival Cruise Lines, Red Lion Hotels, Muzak Corporation, and the Government of Australia.

Sept. 1992 – Aug. 2005

University of Washington, Seattle, WA

Lecturer; Dept. of Management Science.

Including 12 years as a researcher in the Boeing-funded AIMS program, and 10 years as instructor of the Business School's management science courses. Developer of a Kaizen Blitz game used by Boeing to teach and promote its transition to Lean. I have also represented UW in a program in Romania for 3 years. Recognized as a 1996 finalist for the Instructional Innovation Award from Decision Science Institute. Multiple research presentations, including ORSA/TIMS (now INFORMS). I am also a reviewer for 2 textbooks in management science.

## **SELECTED CONSULTING HIGHLIGHTS**

- Dec'98 – present: Consulted the Department of Licensing of the State of Washington on fee studies, cost/performance measurement, strategic analysis, process/cost improvements. Various projects involving tools and improvements in Drivers Services, based on Lean thinking. The use of these tools has directly resulted in significant strategic and tactical benefits, including: a stable management reporting system, improved relations with the governor's office and the legislature, a decrease in overall cost even while overall output nearly doubled, an 80% reduction in customer wait time, and a decrease in process and security errors.
- May '04 – present: Consulted Ocean Beauty Seafood on a matter of forecasted salary trends in conjunction with continued strategic growth.
- Nov'98 – Nov '02: Consulted Oakwood Hospitals of Dearborn, Michigan, on strategic alignment and ED process improvements based on Lean principles. This project was so successful that it gained media attention from the Wall Street Journal, NPR, the Washington Post, and Reader's Digest. Subsequent work included a redesign of scheduling and management in the operating room.
- July '97- Oct '02: Consulted Children's Hospital and Regional Medical Center on process redesign with a focus on service improvements. Most recent work was a redesign of communication practices between hospital staff, referring physicians, and patients' parents. Project required use of rapid improvement techniques and strategic planning.
- Nov.'00 – Mar.'01: Assisted the Port of Seattle in developing measurements of customer satisfaction that would be useful for management guidance.
- May '98 – Nov '98: Consulted Seattle's Best Coffee on product management strategies. Developed a database reporting system to forecast future sales and aid in purchasing and marketing.
- April '97 - Sept '97: Consulted Puget Sound Blood Center on the discovery and use of a better transportation system to meet their unique needs.
- Oct-Nov. 1996: Consulted the Muzak Corporation on a system of strategic alignment.
- Aug-Sept. 1996: Consulted Red Lion Hotels on a system of service quality measurements.

## **SELECTED ACADEMIC HIGHLIGHTS**

- '05 student project: Began work with a group of undergraduate students on a project which will improve service for concessions in BC Place stadium. The objective of this project is to significantly enhance total revenue capability in advance of the hosting of the Grey Cup.
- June '03 - present: Overseer of the Operations Internship program, designed to widen undergraduate student exposure to real-world business experiences.
- 2005 research: A still-untitled publication, describing how the theory of the service-profit chain has been successfully implemented in practice. A recent presentation of the notes from this project was described by the CEO of a Deming Prize winning company as "the best presentation on quality that I have ever heard."
- Nov 2003 – 2005 Led the UW undergraduate tours of the Genie Boom Plant in Redmond WA, as part of the general education on Lean operations.
- May 2003: Invited to join the faculty of the UW's Executive MBA program in Seattle. Primary duty was instruction in operations modeling. This program is ranked as one of the top 20 in the nation.
- Aug.'00 – Sep '02: Participated on the faculty of the UW's joint Executive MBA program with ASEBUSS, of Bucharest, Romania.
- Aug'94-present: Participated in the Boeing funded AIMS program. Early work involved researching simulation tools for shop floor design. Subsequent work has included various research projects and seminars.
- Feb. 1999: Successfully defended my Ph.D. thesis, "Economic Lot Scheduling with Stochastic Demand and Lost Sales". The Ph.D. was subsequently awarded in March of 1999.
- November 1995: Presented part of my dissertation at ORSA/TIMS in New Orleans. Demonstrated a rapid optimization procedure for a class of problems previously considered unsolvable.

## **EDUCATION**

University of Washington, Seattle, WA; Ph.D. in Management Science; 1999  
Recognized as Outstanding PhD student of 1992-93 with a Dean's  
Achievement Award. Also recognized with a Boeing Fellowship for  
Excellence in January 1995

Clemson University, Clemson, SC; M.S. in Mathematics; 1989

Northwest Nazarene University, Nampa, ID; B.S. in Mathematics; 1987