

WHY SOS®?



Strategic Operations Solutions, LLC®

SOS® helps organizations of all sizes develop management teams that enable operations – especially manufacturing operations – to become a strategic business weapon.

We bring a powerful track record to business startups and turnarounds, technology transfer and new product introductions, Lean Six Sigma, project and supply chain management, and performance management.

We drive organizational development and customer satisfaction for the long term, while continuously impacting delivery, quality, and cost performance for the short term.

We can help you with Strategy, Best Practices, and the Right People.

SOS® identifies and weeds out the root causes of problems – *not just the symptoms* – for engineering, manufacturing and business leaders who want to delight customers, drive down costs, and beat their competitors!

SUCCESS STORIES

Supply Chain Revamp at Brüel & Kjær Vibro in Germany Resolves Business Continuity Crisis – *Engaged new world class suppliers and salvaged 200 jobs*

Turnaround at CKD in Japan Salvages Major Technology Transfer – *Recovered 6 month shortfall on \$10M project and met plan objectives*

Thorough Project Planning at General Electric Reaps Lucrative Business – *Implemented \$15M project, netting \$40M revenue in 3rd year*

Details and more Success Stories at www.stopsolutions.com/success_stories



Project-Based Solutions	Interim Management	Coaching
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We Support Imperatives in

- Product Leadership
- Customer Intimacy
- Operational Excellence

ENDORSEMENTS

“... During the fifteen years that I have known and worked with Dwighd, I have been impressed by his diligence, strong ethical values, and consistent performance ...”

ADPH (President Fusion UV Systems)

“... tireless and ingenious ... in achieving highest profit and performance goals ...”

BH (President ThroughPut Solutions)

“... on more than one occasion ... instrumental in developing customer confidence ...”

RWC (President InPro Technologies)

Your Move. . .

Strategic Operations Solutions, LLC®

9443 Hickory View Place, Gaithersburg, MD 20886-1409

800.793.2775 ■ cell 443.280.1714 ■ SOS@stopolutions.com ■ www.stopsolutions.com

Dwighd D. Delgado

Executive Biography

Dwighd Delgado's career spans over 35 years of professional experience in domestic and international manufacturing operations, where he and his teams have spearheaded multi-million dollar revenue growth, new product and technology introductions, multiple business turnarounds and startup operations, and improved capacity, quality and cost productivity programs.

Dwighd is the founder and owner of Strategic Operations Solutions, LLC®, leveraging his talents and expertise by addressing opportunities in the critical relationships between **Strategy**, **Best Practices**, and **Right People** in the Client's business. He recently served the Maryland Manufacturing Extension Partnership to improve the competitiveness of Maryland manufacturers.



Dwighd started his career with the General Electric Company, where he advanced into middle management at the interface between marketing, engineering, and manufacturing at GE Lighting and GE Ceramics. He continued his career with Spectris, plc / Fusion, advancing into senior management at Fusion Systems Corporation, Fusion UV Systems, Brüel & Kjær Vibro GmbH, and NDC Infrared Engineering. Dwighd was also co-founder of Strategic Path & Engineering, Inc. (turnkey startups of technical mfg. businesses).

He has also served privately owned manufacturing businesses as Operations Manager for PremaTech Advanced Ceramics (application adaptive ceramic machining and polishing of advanced ceramics), Vice President of Manufacturing for Clear Align (custom imaging, sensing, and fiber optic systems), and Director of Manufacturing for Janos Technology (precision infrared optics, value added components and assemblies).

A Certified Quality Engineer, Dwighd has implemented numerous Quality Management Systems, including ISO 9000 at Fusion Systems (IPO) and Janos Technology (turnaround) resulting in initial certifications and continued compliance; he has also implemented multiple technology transfer projects at GE Lighting (Euclid Lamp Plant, Mattoon Lamp) and GE Ceramics (ECOM de Mexico), and in multi-million \$ supply chain optimization projects for Spectris (FUV -Japan, BKV -Germany).

Dwighd earned his Bachelor of Industrial and Systems Engineering degree from the Georgia Institute of Technology, and a Master of Engineering Management degree from George Washington University. His professional education includes the General Electric Management Development Institute, the Danaher Business System Leadership Boot Camp, the Quality Function Deployment Institute, and the National Institute of Standards and Technology Malcolm Baldrige National Quality Award Examiner training.

He has served on Advisory Boards in MD (CVTHS, MCHCC) and MA (WTHS, QCC), and as a Lean Six Sigma Adjunct Professor at Quinsigamond Community College, in OH on the Board of Directors for Strategic Path & Engineering and as President-Elect of Cleveland Chapter 007 of the Institute of Industrial Engineers. Volunteer work in MD includes coaching for ministries (ESOL) at Seneca Creek Community Church, TEDCO (MERL), Maryland Tech Council (VMS), and other organizations.

Dwighd is a recent recipient of the Albert Nelson Marquis Lifetime Achievement Award, enjoys competitive chess, sailing, and piloting small aircraft, is currently a certified Christian Business Men's Connection (CBMC) coach, a C12 Group member, a former Tae Kwon Do martial arts (Gup 1) and Jang Bong practitioner, and is multi-cultural and fluent in both English and Spanish.