

# Charles R. Laurenson

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Married, Age 48  
Excellent Health  
Myers-Briggs TI™: *INTJ*

**Work Experience:** Highly regarded and successful leader with over 24 years of experience in senior management, quality management, six sigma process improvement, lean thinking, leading cultural change, teaching, and statistical analysis in high tech manufacturing and service. Dedicated to individual and organizational growth through quality, lean and progressive leadership practices. Leadership, teaching and application expertise with virtually all personnel levels. Strong technical ability in general management, applied statistics, process improvement and control, problem solving, lean thinking, quality engineering, product development, manufacturing and service. Excellent public speaking and written communication skills.

## **Statistics, Quality and Lean Consultant, Ashland, OR. 2002 – Present**

Consultant to industry, organizations, and researchers on statistical methods, six sigma quality management, lean thinking, process improvement, customer research, and quality engineering.

## **Adjunct Faculty, Counselor.**

### **Academy of Intuition Medicine®, Sausalito, CA. 2000-Present**

Through his teaching and consulting, he has helped people overcome their misunderstanding of (and often disdain for) statistics by showing how it can be interesting, practical, and very useful in their work and life. He recognizes several parallels between statistics (a physical world science) and Intuition Medicine® (an energy and spiritual world science). Counseling work specializes in the Spiritual Incarnation™ and Physio-Psychic™ systems.

## **President, CEO, Founder.**

### **Masterpiece Machinery & Tool Company, Inc., Petaluma, CA. 2000 – 2002**

A start-up company designing and manufacturing world class woodworking and metalworking power machinery using total quality, lean thinking, and learning organization concepts. Responsible for all business development including strategic and business planning, financing, administration, personnel recruitment, customer and market research, early product development, and supplier development.

## **Division Quality Manager.**

### **Parker Hannifin Corp. – Compumotor Division, Rohnert Park, CA. 1992 – 2000.**

Member of the senior executive team reporting to the division general manager. Responsible for all division strategic quality planning and execution, and for leading a quality department with six direct reports and three indirect reports in a team-based environment. Led the planning and implementation of Deming-based six sigma total quality principles into Compumotor's management practices, including all training. Led the quality department's transformation to a highly successful self-directed team based structure. Introduced the HALT™ (Highly Accelerated Life Testing) methodology to the division and entire corporation, and fully developed the capability to conduct this testing in-house. Other responsibilities included manufacturing and engineering support; all quality, statistics, systems thinking, and process improvement training; all high level statistical functions such as advanced data analyses, customer and employee surveys, designed experiments, etc.; and critical customer interface and problem resolution. Department functions included quality engineering, accelerated reliability testing, electrical and mechanical metrology, supplier interface and quality analysis, receiving inspection, manufacturing process improvement, product field failure analysis, and quality sciences education.

## **Quality and Statistical Resources Manager.**

### **Komag Material Technology, (subsidiary of Komag, Inc.) Santa Rosa, CA. 1989 - 1992.**

Member of the senior executive team reporting to the general manager. Responsible for all strategic quality planning and execution, and leading a quality department of fifty-six people, including six direct reports, with over \$2M budget. Led the cultural transformation of Komag's leadership practices to total quality and lean -based practices, thus becoming the highest quality, lowest cost producer of hard disk substrates in the US. Responsible for completely transforming and advancing the quality department's management practices, technical processes, and technical ability. Department functions included quality engineering, technical process development, statistical analyses, manufacturing and engineering support, metrology, customer interface, supplier audits, receiving and final inspection.

**Senior Statistician.**

**Agilent Technologies**, (formerly Hewlett-Packard Co., Network Meas. Div.) *Santa Rosa, CA.* 1981 - 1989.

Key resource to top management for formulating and executing the strategy to implement a division-wide total quality improvement effort begun in 1981. Responsible for developing extensive training materials, and teaching and consulting all personnel levels in all functional departments on process improvement principles and SPC methods. Also responsible for all aspects of statistical support for engineering and manufacturing, including training and consulting on design of experiments, parameter design, measurement uncertainty, reliability, process control, process capability, variance components, etc. Consulted and trained other departments on a wide range of statistical and technical problems including customer research, surveys, forecasting, data analysis, etc.

**Teaching Assistant and Research Assistant.**

**University of Wisconsin**, *Madison, WI.* 1979 - 1981.

Teaching assistant for both undergraduate and graduate statistics courses for three semesters. Research assistant in the applied statistics lab for one semester. Positions held while earning MS in statistics.

**Associate Engineer.**

**Martin Marietta Aerospace**, *Denver, CO.* 1978 - 1979.

Responsible for co-developing the spacecraft trajectory design and analyses for the Teleoperator Retrieval System spacecraft. Also responsible for the co-development and simulation of the sequencing, guidance and navigation equations for the Titan IID launch vehicle.

**Education:** MS, Statistics. University of Wisconsin. 1981.  
BA, Honors, Applied Mathematics. Magna cum Laude. Claremont McKenna College. 1978.  
Masters in Intuition Medicine. Academy of Intuition Medicine. 1999.

**Work Related Education:** *(partial listing)*

- “Deming Users Group Conference,” *Ohio Quality & Productivity Forum*, August 1993 – 1999.
- “Highly Accelerated Product Development,” *Hobbs Engineering*, May 1999.
- “The Quest for Excellence X,” *Malcolm Baldrige National Quality Award, NIST*, April 1998.
- “Advanced HALT and HASS Reliability Testing Methodologies,” *Hobbs Engineering*, May 1997.
- “Covey Principle - Centered Leadership Week,” *Stephen Covey*, June 1994.
- “Leadership, Empowerment, and Management Change,” *Warren Bennis*, May 1993.
- “ISO9000 Registered Assessor Training,” *P-E Batalas*, May 1993.
- “Seven Habits of Highly Effective People,” *Stephen Covey*, February, 1992.
- “How to Put the Deming Philosophy to Work in Your Org.,” *W. Scherkenbach & M. Tribus*, April 1989.
- “New York University Deming Seminar in Applied Statistics,” *Dr. W. Edwards Deming*, March 1988.
- “Quality, Productivity, and Competitive Position,” *Dr. W. Edwards Deming*, March 1985 & June 1989.
- “Maintaining Instructor Effectiveness,” *Dr. Donald Maas*, September 1984 and March 1989.
- “Kepner-Tregoe Problem Solving and Decision Making,” *Kepner-Tregoe*, March 1984.

**Professional Affiliations:**

American Society for Quality. 1981 to 2003.

Offices Held: Section Chairperson, Vice Chairperson, Program Chairperson, Founding Education Chairperson. Have organized and taught over 40 four-hour seminars since 1983 on Leadership, Deming, TQM, Lean Concepts, SPC, Advanced SPC, Sampling, etc.

American Statistical Association. 1981 – 2001.

International Society for Performance Improvement, Wine Country Chapter. 1992 - 1999.

- Publications:*** (partial listing)  
Editor of “Stat News,” a Hewlett-Packard Co. internal technical publication, published quarterly for the forty-five HP statisticians and other technical personnel. 1987 – 1989.  
An Introduction to the Understanding, Construction, and Interpretation of Control Charts, a Hewlett-Packard Co. internal textbook. Published in 1982.  
Elementary Statistical Principles, a Hewlett-Packard internal textbook. Published in 1981.  
Technical Referee for Technometrics journal and for IEEE Transactions on Components, Hybrids and Manufacturing Technology Society.
- Professional Speaking:***  
Invited speaker at numerous seminars and conferences for Hobbs Engineering Accelerated Reliability Testing Symposium, Parker Hannifin Corp. internal quality conferences and seminars, Hewlett-Packard Co. internal conferences, American Society for Quality – Redwood Empire Section and San Francisco Section, California Quality Week Conference, National Electronics Packaging and Production Conferences, International Society for Performance Improvement. 1981 – 2000.
- Other Affiliations:***  
Academy of Intuition Medicine, Sausalito, CA.  
Graduate Program faculty member. Tutor to current “Masters in Intuition Medicine” students. Personal development continued with additional graduate coursework, 1999 – 2000. Current Intuitive Energy Medicine consultant.  
Ashland Community Emergency Response Team (CERT). 2003 – Present.  
Member of the CERT team. Certified in Basic Emergency Response training.  
Sonoma State University. 2001 – 2002.  
Guest lecturer for statistical consulting courses.  
Sonoma County Woodworkers Association. 1987 – 2003.  
Chairperson, 2001 - 2002. Board member. Programs Director, 1999 – 2001. Awarded “Amateur – Best of Show” for piece entered in the “Artistry in Wood – 2002” show.  
Team Solon, Race Across America (RAAM) and other ultra marathon bicycling events.  
Team captain, 1989 – 1992. Responsible for all crew and race preparation and support, using total quality and lean principles. Achievements: four ultra marathon bicycling world records, winner of the 1989 RAAM.
- Computer Software:***  
MS Windows; MS Office (Word, Excel, PowerPoint, Publisher, Access); Lotus Notes; MS Project; many statistical software programs (Minitab, SPLUS, Statgraphics, etc.); Visual Basic; Oracle PL/SQL; SQL; HP3000, and other PC applications software.
- Interests:***  
Fine woodworking, bicycling, hiking, camping, and literature.
- References:***  
Professional and personal references are available upon request.