

## FABRIZIO PELLIZZETTI

### PROFESSIONAL SUMMARY

Fabrizio is a Six Sigma Master Black Belt for IT and Software Process Improvement (SPI). He holds a Master degree in Management of Development Projects with the International Labour Organisation (Geneva) and a Degree in Political Economics with Bocconi University in Milan (Italy). Fabrizio has worked on several Process Improvement Projects for medium and large European organisations (BSkyB, Vodafone, TIM, VNL), Public Institutions (European Commission and UN agencies) and delivered training and coaching on Lean Six Sigma for IT and Software to leading global companies (SAP, Siemens, Orange France Telecom, IMS).

**He is an expert in process improvement methods, process modelling and analysis, project management and organisational change management. As a Six Sigma Master Black Belt he has trained and coached over 100 Green Belts and Black Belts.**

His primary area of focus is on economics and the measurement aspects of process improvement and process design and the integration of micro and macro economics models within the Six Sigma framework. He combines extensive experience in the private sector with an in-depth understanding of the dynamics of public Institutions (EU and UN, Ministry of Foreign affairs, local ministries in developing and donor countries). He participated in the country assessment and planning of Public Sector development and intervention strategies for the 2004 UNDAF report.

Fabrizio is also involved in working with the academia and Public Institutions to promote the adoption of the Six Sigma methodology in the European IT industry.

Prior to joining Systonomy, Fabrizio has worked as a Consultant and Senior Business Analyst for Vodafone (Italy), Ripcord Systems (UK provider of enterprise mobility applications) and Dalkia (part of the Vivendi group). He has also worked as Project Manager on a number of human development projects funded by the European Union, The World Bank and the FAO in Africa working with International Institutions, National bodies (Ministry of Education, Agriculture and Interior) and Local Administrations.

Fabrizio's recent experiences include:

- Training and coaching on Lean Six Sigma for Software to Siemens AG (Black Belt level)
- Training and coaching on Lean Six Sigma for Software to SAP AG (Green Belt and Black Belt level)
- Training and coaching on Lean Six Sigma for ICT and process improvement to IMS Health (Green Belt level)
- Training and coaching on Design For Six Sigma for ICT to Orange - France Telecom (Green Belt level)
- Training and coaching on Lean Six Sigma for ICT to Orange- France Telecom (Green Belt level)
- Training and coaching on Business Case modelling and simulation techniques to Orange - France Telecom (Money Belt training)

- Consultancy on Software Process Improvement methodologies for medium sized UK based info-tainment company
- Running public awareness workshops and presentations on the application of Six Sigma and DFSS to Software and IT processes
- Consultancy and project management for the improvement of key processes for document and customer management outsourcing for major Italian organisations in the telecommunication business (Vodafone, TIM)

## EDUCATION

- Master Degree in Management of Development from ILO (International Labour Organisation)
- Degree in Political Economics from Bocconi University, Milan.
- Certified Software Six Sigma Master Black Belt (Systonomy)

## LANGUAGES

Fabrizio speaks Italian, English, Portuguese and French.

## PROFESSIONAL EXPERIENCE

### SYSTONOMY , LONDON UK

Sep 05– Present

Associate Partner / Senior Consultant BB

Participated in the development of a unique offering in terms of training and consultancy on Lean Six Sigma and Design For Six Sigma in IT and Software deployed to major Software Houses. Working on collaborative agreement with the SEI (Software Engineering Institute) and the European Software Institute, to combine Six Sigma and CMMI®.

### Recent Assignments

#### **Orange - FT (France) – June 08, Present**

Implementation of a large DFSS (Design for Six Sigma) deployment within different areas of the organisation. Delivery of DFSS and DMAIC for IT training and hands-on project coaching to Project Managers within France Telecom on a number of transformation programs (e.g. simplification of billing process and Order to Cash cycles, incident management processes, business case modelling for new service introduction, online health portals, Wi-Fi offering and others)

#### **Siemens Corporate (Germany) – June 06, Present**

Implementation of Six Sigma for IT and Software programme within Siemens involving several business units (R&D, Transport, Telecommunications, Medical and Healthcare, Automotive, Home appliances). This initiative covers IT infrastructure management as well as software development for both Real-Time/Embedded systems and MIS (Management Information Systems). Delivered part of the training to first and second waves of Black Belts and coaching on several projects within the IT and Software Engineering domains.

### **SAP AG (Germany - Worldwide) – November 05, Present**

Worldwide ERP and Software House Leader. The mission consisted in delivering training and coaching on Six Sigma and DFSS to SAP AG for their software development processes as well as strategic initiatives. Implementation of a full Six Sigma programme to multiple belt levels: Champions, Yellow Belts, Green Belts, Black Belts, as well as Train the Trainer. Focused on developing and delivering Six Sigma training at Green Belt level, parts of the Black Belt training and coaching on Black Belt projects implementation

### **IMS (Singapore) June 08, Present**

Assisted IMS in the deployment of Six Sigma based quality improvement programmes in the APAC region, Delivered 10 days training and ongoing coaching of 11 Six Sigma projects to simplify and standardise across the region the production process of reports for the pharmaceutical industry. Helped the organisation in the mapping of relevant business processes and the introduction of performance measurement systems.

### **Home-choice / VNL (London) October 05, March 06**

UK Digital entertainment company (currently part of Tiscali) delivering on-demand and broadcast content, internet services and interactive TV to a large customer base in the Greater London area. The engagement covered the mapping of all existing processes within the Technical Operations department and the re-engineering of key strategic process areas and interfaces with the Development and Testing organisations. In particular he has been advising the organisation on the re-design of key processes within the areas of requirements and configuration management, operational acceptance, performance and capability assessments and integration of best practices, such as ITIL and Lean Six Sigma).

### **COMDATA , MILAN, ITALY**

Apr 05– Jul 05

Account Manager and Business Process Improvement Consultant

Business Process re-engineering, analysis and research into outsourcing opportunities for the Customer Relationship Management and Document management functions for corporate clients (Vodafone, TIM)

### **ALISEI NGO (WORLD BANK – UNDP - FAO), ANGOLA**

Sep 03– Dec 04

Regional Coordinator

Responsible for managing cooperation and development programmes funded by various International Institutions (EU, World Bank, FAO, UNDP, Italian Ministry of foreign affairs) in Angola. Ongoing interface between the organisation and national Authorities (Ministry of Public Health, Social reinsertion, Education, Agriculture) and with local administration for the identification, design, implementation and monitoring of sustainable development projects in the region. Local staff management, budgeting, activity and financial reporting to Donor Institutions and local partners. Production of project proposals and negotiations with local Authorities for the financing of new initiatives. Training to both local Institutions and direct beneficiaries on Project Management, administration and basic software applications.

Aug 02– Oct 02

**VODAFONE , MILAN ITALY**

Responsible, within the IT division of Vodafone, for the definition of internal client requirements (HR department), process analysis and identification of information systems to support the operational needs of the organisation. Employment relation voluntarily interrupted to complete Master Course (October 2002).

**RIPCORD SYSTEMS LTD , LONDON, UK**

Oct 00– Dec 01

Business / Process analyst

Actively involved in the implementation of wireless and mobility solutions for medium / large organisations. Client requirements elicitation through interviews, presentations, workshops and seminars with representatives from the client organisations at all levels. Design of “enterprise mobility” solutions for a major media company (BskyB) at a functional and organisational level. Production of project proposals, business cases, functional specifications, marketing and sales material, client presentations, definition of ROI models for specific client engagements. Participated in the implementation of internal software engineering quality methodologies (CMM model) and support to management for the production of business plans and for Business development activities.

**SWITCH-ON, LONDON UK**

May 00– Sep 00

Internet / E-Business Consultant

Requirements analysis, design of e-business / e-commerce solutions for client organisations in the financial services (Lynn Maggs) and entertainment industries (Pinnacle records). Production of project proposals, client presentations and support to management in the definition of business plans, commercial policies and account management activities.

**DALKIA (VIVENDI), LONDON, UK**

Jul 98– May 00

Facility Management consultant

Design of integrated service management strategies for a wide variety of clients in the UK (Norwich Union, UBS, Deutsche Bank) and Italy (Carime Bank). Client proposals and presentations, service procurement and management strategies analysis and suppliers' performance monitoring; definition of SLA and production of tender documents, business development, budgeting and reporting. Direct experience in managing operational FM contracts, as an Account Manager, on behalf of CB Hillier Parker and General Utilities.