

PROFESSIONAL SUMMARY

Radouane is a Six Sigma Master Black Belt for IT and Software engineering. He started his journey in Software Six Sigma within GSI (a French Software House) where he has been trained by Motorola University in 1992, as part of a joint programme between GSI and Motorola. Radouane deployed the initial Six Sigma application and measurement to software projects within GSI. Radouane joined GE Medical Systems in 1996 where he implemented Six Sigma initiatives within the software Engineering department across multiple business units (X-ray, CT, Information Systems...) and across continents (Europe, Americas and Asia). He designed the first Six Sigma and DFSS training curriculum for IT and software at GE, which was deployed to over 860 software engineers.

He is an expert in IT and software architecture, design, quality engineering and sits as Scientific or Technology advisor on the board of multiple technology companies.

He is a visiting lecturer in software quality engineering at Kingston University, Telecom-Paris, ESSEC Paris, HEC Paris, University of La Sorbonne Paris and works as an Expert and Evaluator with the European Commission on the Software Process Improvement Experiment. Radouane is currently working with the academia to create a Masters degree in Software Engineering and Six Sigma for IT and Software.

Radouane recent experience includes:

- Training on Software Six Sigma and DFSS for Siemens Germany, Black Belts levels.
- Training on Software Six Sigma and DFSS for SAP AG Germany, 23 Black Belts, 120 Green Belts, 200 Yellow Belts
- Training on Software DFSS for Hewlett Packard Singapore, 120 Yellow belts, 16 Green Belts software and firmware engineers.
- Training on Six Sigma applied to Computerised Systems Validation, through the international Society for Pharmaceutical Engineering over 250 delegates, 6 public sessions
- Coaching and consulting on Six Sigma application at EI Group and SME company, over 100 engineers
- Coaching, consulting and training at strategic level of Senior Management EDF on Business Excellence and Six Sigma
- Consulting and on SAP implementation for Pharmaceutical GlaxoSmithKline, compliance and validation. Consulting and coaching on data migration project from legacy systems to SAP system. Use of DFSS process for data certification and Sampling tools for data acceptance.

EDUCATION

- Ph.D. Degree in Information Systems and Theory from ESSEC Paris and Université d'AIX Marseille.
- MBA Degree in Management Information Systems and Decision from ESSEC Paris.
- Masters of Science in Statistics and Operational Research from ENSAE, Paris
- Certified Software Six Sigma Master Black Belt (General Electric)
- Certified Lead Auditor for BS7799/ISO 17799 (Information Security)

LANGUAGES

Radouane speaks French, English, Arabic and has some ability in Spanish.

PROFESSIONAL EXPERIENCE

SYSTONOMY , LONDON UK

Apr 99– Present

Founder and Managing Partner of Systonomy

Chief Technology Officer

Developed a unique offering in terms of training and consultancy on 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

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 training to the first wave of Black Belts and coaching on 14 projects within IT and Software Engineering. This first wave has been considered as a pilot phase and a generalisation process is currently en-route to Siemens Worldwide.

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 other 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. Trained up today (23 Black Belts, 120 Green Belts, and 200 Yellow Belts). Coaching to over 30 Black Belts Six Sigma Projects applied to Software development Process, Product Design and IT management.

EI Group (London) June 04, February 06

Venture Capitalists founded Small Medium Enterprise; 250 employees, based in London and specialised in Mobile Messaging (SMS and MMS). EI works with Major Telecom Operators in Europe and Asia. The mission consisted in using Six Sigma, blended with other quality frameworks such as (CMMI, ITIL, Agile methods and ISO17799), to build a strategic initiative and manage the cultural change within an innovative and high-tech company. Trained the Software architects, designers and lead engineers on DFSS or product design. Use of DFSS combined with agile approaches to develop a new innovative mobile messaging platform, leading to register 11 patents.

Hewlett-Packard (Singapore) – June 04, Present

Implementation of a Six Sigma programme within the R&D Labs of HP Inkjet and multifunction printers, for software and firmware:

- Definition and deployment of a DFSS (Design For Six Sigma) training for Yellow-Belts.
- Alignment of DFSS techniques with Design, Innovation and Reliability Engineering initiatives
- Proposal of an organisation to support the initiative
- Training of Second wave started beginning 2007- training and coaching of 16 Green Belts on Software and Firmware development

Pierre & Vacance (France) & Accovia (Canada) - Paris France, September 03 – June 04

The mission started as an audit of the supplier Accovia (a Software house developing an ERP system for the travel business). Accovia is a Canadian SME company with 650 employees. The mission ended up as a full consultancy engagement for improving the overall processes and product of the supplier (Accovia) and the client (Pierre&Vacance). Conducted an audit of the supplier and the deployment project using a light version of Six Sigma and CMMI assessment. Proposed an organisational change management plan for the project and Accovia's organisation. Introduced new approach to the development process and architecture, based on Six Sigma and DFSS.

Cambridge Antibody, Cambridge February 2003 to present

CAT is a Biotechnology company (Venture Capitalists founded with 450 employees), moving from a start-up to a regulated environment. Performed site audit and assessment for 21CFR11 (Electronic Records and Signatures) as well as their IT and Computerised Systems. Proposed recommendations and guidelines for Laboratory equipments and LIMS system. Conducted assessment of the Infrastructure and Network. Recommendations report highlighting findings and proposing a Risk-based approach for remediation and implementation of compliance and validation activities. Continuous consulting activities and training on IT and computerised systems compliance and validation.

Electricité de France, Paris France, August 02 – February 04 –

Strategic Consultancy to the Board. Application of Six Sigma to Energy and Nuclear, Safety critical systems. Conducted a technical and organisational due diligence on the Information Systems for managing Nuclear Power Plant. The assessment focused mainly on evaluating the level of evolveability and integration of EDF Information System. Used a maturity-based model combined with Six Sigma for performing this evaluation. Developed a report and action plan to the board. Assisted in implementing the action Plan. Gathered the strategic and business goals and requirements and proposed a set of guidelines on the future architecture of the system.

AstraZeneca, Dunkerque France, February 2001 - October 2002

Assisting and advising the Site Compliance and Validation Manager on 21 CFR 11 (Electronic Data Management) requirements and remediation for existing and legacy systems including an MRP system. This work included the specification of mechanism to support 21CFR11 requirements for audit trail, authentication and electronic signature. Member of the audit team for AstraZeneca for the SAP implementation, to ensure compliance with the quality systems. Conducted audits and reviews of existing systems and provided recommendations and guidelines to the Validation site manager and to the Manufacturing site manager on the preparation of the future implementation of SAP. Proposed an implementation based on risks.

Ripcord Systems, Start-up (VC founded , 80 employees) London UK Jan 01 – Mar 02.

Application of DFSS methods to the introduction of new platform and the productisation of Ripcord mobile solutions. Trained the team on CMM and some of Six Sigma and DFSS techniques (e.g. QFD, AHP, DOE and Statistical Testing) and implemented process improvement initiatives.

GlaxoSmithKline, Slough UK Feb 99 – Dec 00.

Consultancy and training on the application of Quality and Compliance management in general and Six Sigma in particular to regulated pharmaceutical environment. BUDGET: phase 1 \$178M, phase 2 £196M, 25000 users. This is one of the largest worldwide SAP implementation.

GENERAL ELECTRIC MEDICAL SYSTEMS, PARIS (FR) - MILWAUKEE USA

Jan 97 – Dec 98

Software Quality Director / Six Sigma Champion /

Six Sigma Master Black Belt - Reporting to VP of Engineering

Responsible for 800 software engineers worldwide (US, Europe, India and Japan), 35 systems and platforms development programmes/projects. Supervised over 100 Six Sigma projects.

BUSINESS SECTOR: Medical Devices, Strategy, Quality, Manufacturing, Engineering, Research and Development

As a Quality Director, convinced senior executives and the board to commit to the adoption of CMM as a global strategy across GE Medical Systems (America, Asia and Europe). Established a Quality System based upon CMM and encompassing the business objectives and medical regulations (e.g., FDA regulations: QSR, cGMP,

IEC, MDD, etc.). Defined a common measurement and metrics of software quality and process, based on the Six Sigma methodology.

Developed an overall training curriculum on Six Sigma for Software Engineering and DFSS for Software. It was the first Six Sigma training for IT and Software within GE and was generalised to other business units.

GSI, PARIS (FR) AND PITTSBURGH, PA, USA

Sep 92 – Dec 96

Principal Consultant/Chief Architect/Project Manager

BUSINESS SECTOR(s): Software House, R&D, Strategy, Logistics and Distribution, Finance, Supply Chain, Human Resources and Payroll. Certified trainer on CMM and Six Sigma initiatives for Software Engineering and Design at Motorola University.

AR CONSULTANTS, PARIS FRANCE

Jul 88 – Jul 92

Consultant/ Senior Consultant/Architect/Project Manager.

BUSINESS SECTOR: IT Consultancy (promote the Method MERISE, A. Rochfled, is one of the founders. of the French Method MERISE.) – Energy and Utilities – Post and Telecommunications.

From July 1991 to July 1992 EDF (Electricité de France), Nuclear department of EDF. Project Manager for the development of planning and scheduling system for the maintenance of Nuclear Power Plants under constraints

From November 1990 - June 1991 at La Poste, Paris (French PTT) Project Manager for the project. For the modelling and monitoring of the telecommunications network of the French Postal Service.

From July 1988 to May 1990 at EDF I was the Architect of meta CASE Tool Graphor and ORCHESTRA.

CIEL ACQUIRED BY SAGE, PARIS FRANCE

1986 – 1990

Worked as a freelance for developing several software products, including a highly parameterised payroll package based on a specific language to define the payroll rules. Responsible for all aspects from requirements gathering, certified public accountants to analysis, design and product development and testing. The package sold 8000+ copies.

RELATED EXPERIENCE

- Lecturer and Research Associate Kingston University – software quality engineering and Six Sigma. Joint Research programme between Systonomy and Cordis Labs.
- Lecturer at Telecom Paris/HEC – ebusiness strategies and concepts - Masters Level.
- Lecturer at Ecole de Mines St Etienne – Urbanism of Information Systems - Masters Level.
- Lecturer at IAE – La Sorbonne on Modeling, General System Theory and Distributed Artificial Intelligence, Masters Level.
- Lecture at INT -Paris on modelling techniques and methodology, Masters Level.
- Lecturer at ESSEC - Paris, animating a research seminar on parallel computing - Masters Level.
- Motorola-University - Certified Trainer for different software engineering courses, at Motorola-University, Galvin Centre, and Chicago.
- CNAM (Conservatoire National des Arts et Métiers) - Trainer giving professional training on IT and software engineering for French Military Department.
- Evaluator at the European Commission, Information Technology program: ESPRIT.
- Member of the ACM, IEEE, SPIN, SEI, PARACELSE and AFCET.
- Member of several conferences program committee on software engineering and modelling.
- Reviewer of Drafts before submission from OMG, SEI-CMM, FDA and NEMA

AWARDS

- AIM Prize of the Best Thesis (PhD) in Information Systems of the Year, in France
- Prize the best Thesis (prix de la publication) of thesis defended in Management Sciences and disciplines in France, from La FENEGE (The French Research Foundation).

PUBLICATIONS

Co-author of a book on a new approach of Management, *Auto-Management*, ISLE-SYSTEM Editions, 1996, Paris. Author and co-author of several articles presented at international conferences, among them:

- Implementing the DFSS culture in an IT and Software Environment, San Francisco, 2006
- Six Sigma for IT and Software: Sigmatising the digits IQPC: London, 2006.
- Six Sigma and Earned Value Management, Amsterdam, 2006
- Urbanism of Information Systems: Principles and Approaches, SEPG: London, 2005.
- Interweaving Information Systems, IISCA, Paris, 2003
- Six Sigma and Computerised Systems Validation, ISPE, Tampa, 2003
- Information and Software Systems: From Architecture To Urbanism, WISCAI: IFIP, San Antonio, USA, 1999.
- La Recursion: Perception - Représentation, 3rd CES Congress, Roma, October 1996.
- Système d'Information et Interfaces, AFCET, Toulouse, 1995.
- POOM: Parallel Object Oriented Model, Revue CNRS, 1992.
- GraphOr a Meta Design Tool, 9th conference on ER Approach, Lausanne, 1990.
- Toward a Global Process of Engineering/Reverse Engineering, Actes 2ème journées Génie Logiciel Toulouse, 1989.