

Randall Cook



THE SHINGO PRIZE[®]

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Expert, McKinsey & Company
Faculty Member, The Shingo Prize for Operational Excellence



Randall Cook is an expert with McKinsey & Company, joining the Center for Lean Services in 2011. Since joining the firm, he has been a lean coach for U.S. based financial institutions, with an emphasis on leadership development and lean in service operations.

Over the prior six years, Dr. Cook has led the development of the Shingo model with The Shingo Prize for Operational Excellence. Also, over the prior seven years, Dr. Cook has been a clinical professor of operations management at Utah State University, and an independent consultant.

A short list of teaching and consulting activities as follows:

Coaching. Assess organizational progress and identify strategies for lean transformation. Coach senior leadership teams (10 to 20 leaders) in lean skills and principle understanding to drive lean transformation. Work with entire organization, including engineering, R&D, manufacturing, and all of the support functions, i.e., accounting, quality, maintenance, human resources, and IT. Companies from the following industries: fabrication and assembly in electronics, consumer goods and high tech; engineering services, healthcare.

Executive education. Develop and deliver customized executive education programs for organizations in the following industries: DoD, defense, aerospace, heavy industrial,

pharmaceutical, light manufacturing, healthcare, government,

University courses. Develop and teach undergraduate and graduate courses on leadership and continuous improvement.

Before joining USU, Dr. Cook was an executive with AMI Semiconductor, recently acquired by ON Semiconductor. He served as director of quality, president of AMI Philippines, VP of two business units, and senior director of operations and logistics.

Dr. Cook has a Ph.D. from the Duke University, Fuqua School of Business, in operations management. He graduated from Idaho State University with a Bachelor of Science in finance.

EDUCATION

BS, Finance, Idaho State University, 1980

Ph.D., Operations Management, Duke University, 1986