



## **Victoria E. Engelhardt**

Vicki Engelhardt has worked 34 years at P&W helping organizations such as Engineering, Information Technologies, Legal, Human Resources, Contracts Management, Finance, Pratt & Whitney Rocketdyne, Warranty, Technical Publications, Technical Support and Support Equipment Operations improve their processes to meet customer requirements while reducing non-value added activity and process variation. Some of the improvements that I was involved in are listed below.

- Merged two Computer Operations Groups, computer support for engine test and network control reducing square footage, overtime and implementing cross training to ensure uninterrupted customer support.
- Implementation manager of an automated tape system and job scheduler reducing manpower and most important processing errors.
- Combined two Computer Help Desk organizations allowing for efficiencies, cross-training and improved response time to customers.
- Merged a 150,000 tape library from Florida with the library in CT over a week-end providing uninterrupted service to customers. This project allowed for the reduction of square footage, manpower and costs.
- Served as an Integration Manager for a multi-year project outsourcing the P&W mainframe computer services reducing costs of operations.
- Lead many Value Stream Mapping events reducing cycle time and lead times while improving quality and customer satisfaction. Some of the Value Streams include: Financial Closing, Export Control, Forging Bye-to-Fly, Engineering Change and Computer Software/Hardware Life Cycle.
- Lead an Employee Fulfillment executive team working on Management Practices to get to root cause of employee dissatisfaction in this area and develop ways to improve practices. These changes lead to significant improvement in employee satisfaction in the area of management practices.
- Participated on a benchmarking team to uncover best practices in business process improvement, which helped form the implementation of P&W's continuous improvement program ACE, (Achieving Competitive Excellence) across business process groups.

For the last eight years Ms. Engelhardt has mentored clients as part of P&W's ACE Office. For twenty years prior to that Vicki Engelhardt managed a variety of functions within Information Technologies such as Computer Operations, Production Job Scheduling, Computer Help Desk and Network Control. During this time she developed her passion for continuous improvement being responsible for large projects improving the way customers were supported and reducing inefficiencies.

Ms. Engelhardt earned a Bachelor of Science degree in Education from Central Connecticut State University. She also studied Computer Science at Middlesex Community College and Rensselaer Polytechnic Institute.