

## Dee Jacob

### Managing Partner, AGI-Goldratt Institute

Dee has always marched to a different drum beat and been successful in getting others to follow a new pathway to rapid success. A manager at Procter and Gamble for 18 years, she further developed the Production TOC applications in the areas of chemical processing and high speed packaging for P&G all over the world there.



Besides implementing some of the first TOC supply chain applications in consumer products in the world, she brought the beginnings of the TOC Critical Chain concept into application into consumer products. In health care, beauty care, household cleaning, soap and detergents, she led many applications involving the use of TOC from creating strategy, decreasing time for product development, improving facility design and project execution, to product rollout and capacity increases. Utilizing an integrated approach with many of the TQM techniques that evolved into Lean Six Sigma, Dee was able to build rapid consensus and bottom line results in a just a few years – credited with positively impacting the bottom line at \$500 million.

Upon leaving P&G in 1991, she joined AGI as a partner and introduced TOC into the South Africa and Australasia markets, as well as to numerous clients in North America and Europe. She continues to lead the development of the TOC Project Management application into the multi-project environment and its use in a variety of environments from product development to construction to the test and evaluation of the some of the most sophisticated technologies in Department of Defense, as well as the integration of the TOC Thinking Processes into Strategic and Operational Planning. Her success comes from her hands on approach, her understanding of what it takes to achieve organizational transformation and her ability to transfer capability to clients to enable them to improve and sustain.

Besides being a world renowned expert in TOC Project Management, TOC Thinking Processes, AGI Leadership Strategy Process, she is the chief architect of AGI's Leadership Strategy Process, SDAIS deployment models and *VELOCITY* Approach for the integration of Lean Six Sigma and TOC. She was elected Managing Partner of AGI in 2005 and has led AGI in that capacity since 2006.

A sought after speaker, Dee is coauthor, with Suzan Bergland of AGI and Jeff Cox (coauthor of *THE GOAL*) of the new business novel, *VELOCITY*, published December 29, 2009 by Simon & Schuster.

Dee is a graduate of Lafayette College, Easton Pa.; a graduate of the University of Tennessee's Executive Excellence Center Statistical Process Control and Design of Experiments. She was trained by Dr. Shingeo Shingo in SMED and Poka Yoke; Dr. Richard Schoenberger in World Class Manufacturing and both Dr. Juran and Dr. Deming. She is a founder and lifetime member of the Theory of Constraints International Certification Organization and holds all six TOCICO certification.