

E. ROBERT ST. GERMAIN

As a senior consultant of the Kendall Consulting Group, Rob St. Germain is an enabler of “results-based transformative change.” He works with organizations to improve overall effectiveness and profitability through focus on organizational process redesign, change management, project management, strategic planning, whole organization quality management, optimal use of information-based technologies and strategy-based financial controls. He is an innovative problem solver and skilled facilitator, and has served widely as a project coach and mentor to numerous clients — individuals and teams.

Building upon a twenty-year track record of solid results as a corporate manager in manufacturing and service organizations, Mr. St. Germain has consulted to a wide array of companies in high technology, distribution, food service, transportation, and general manufacturing in the United States, Canada, Europe, and Africa. He is a frequent lecturer and has been an adjunct professor in the graduate school of business at Babson College.

Representative Experience

- Coached the change management process of a large consumer goods manufacturing company which reorganized to create a single-point-of-contact customer focused services center. Overcame stiff resistance resulting in a smooth transition.
- Developed and led the strategic planning and change process of an international high technology products company. As a result, the organization redefined manufacturing and marketing strategy away from technology-driven to customer-focused.
- Led a retrenchment process for a medium-sized manufacturing company enabling it to survive bankruptcy. Redesign of the manufacturing process enabled the company to be cost competitive and regain customers. Key to the success was an honest interactive change process which re-established employee morale and rewarded teamwork.
- Initiated a strategic planning process for the National Railroad of Zimbabwe which facilitated the integration of information technologies into various processes in order to improve service and reduce cost.
- Facilitated project interventions; taught project management and change management principles in numerous project organizations (product development, systems development, and large scale change) from a wide variety of industries around the world.

Rob St. Germain has been the president of his own consulting practice for ten years. He was Director of Corporate Planning at Motorola-Codex and was a member of the team that won the Malcolm Baldrige National Quality Award. He has served on the boards several not-for-profit organizations.

Education

Rob received an M.B.A. in information management (cum laude) and a B.S.B.A. in finance and accounting from Babson College. He is a member of the Beta Gamma Sigma honor society.