

VIRGINIA P. RECK

Virginia Reck is an executive vice president and co-founder of Kendall Consulting Group (KCG), a general management consulting and executive education professional services firm. Ms. Reck's consulting work focuses on assisting management teams to develop strategic plans and the organizations, skills, business processes and systems to achieve them. Her work routinely results in orders of magnitude improvement in revenue, cost and service for her clients. She has also worked with another international consultancy, and held systems management positions with several major industrial firms. She is completing her Certified Financial Planning certification.

Recent Experience

Ms. Reck has led and participated in consulting and education projects for North American, European and Japanese clients. Four projects are especially representative of her experience:

- For four years she served as the leader, coach and mentor to a Fortune 500 industrial that vigorously reengineered its six business divisions. She provided methodology, education and direction to over thirty American and European teams on value disciplines-based strategic planning, business process redesign, communications and change management, and the innovative use of information technology for competitive advantage. Changes yielded over \$100 million in annual benefits.
- For one of the country's largest integrated steel manufacturers, Ms. Reck led the new executive management team in formulating the company's strategic direction. She then helped to mobilize and guide a cross-section of the workforce in designing and blueprinting the company's new business processes and information systems -- a \$30 million dollar systems initiative which gave the company competitive advantage.
- For a leading safety products company, Ms. Reck led the management team through a KCG-developed process to develop a strategic plan based on the value preferences of its customers. The strategic planning process included industry research, international customer interviews, computer-generated market segmentation, and development of a business model, business case and implementation plan for the most promising customer segments. The successful implementation of the strategic plan will re-establish the market dominance of the company.
- For a division of a Japanese manufacturing company, Ms. Reck led the management team through a value-discipline based strategic planning process that she customized to fit the Japanese way of business. After analyzing the divisions' customers, competitors and relative capabilities, the management team re-structured and re-oriented the division's operations to competitively serve new, more profitable markets. The strategic plan positions the division to become a major player in its chosen markets.

Previously, Ms. Reck worked for CSC Index, and was one of three responsible for opening the firm's London office and establishing its European consulting practice. She has consulted on business strategy, reengineering and process redesign, I.T. strategy and planning, and organizational change. Her clients in Europe and the USA include such companies as Engelhard, Aetna, Consumers Power, Kodak, Weirton, Dow Chemical, Regency Life, Imperial Chemical Industries, Whitbread, ICL, Artois, Bekaert, Capital Holding, General Monitors, Sun Life of Canada and Unicardan.

Education

Ms. Reck holds a bachelor's degree in mathematics from University of New Hampshire. She is a Fellow in the American Production and Inventory Control Society (APICS), and held a similar position in the British Society (BPICS).