

## ABOUT THE PRESENTERS (in alphabetical order):

### Darryl Anderson

Managing Director Wave Point Consulting

Transportation and logistics executive skilled in building teams to overcome the obstacles of moving goods and people to market. Darryl has worked with international trade, supply chain participants, transport service providers and shippers and tourism sector stakeholder for 28 years.

Mr. Anderson integrates global macroeconomic trends with local market conditions, operational insights and regulatory knowledge to enlarge market share and maximize margin for small and mid-cap firms. He helps clients achieve the lowest cost delivery of products utilizing, road, rail, marine transport as well as other logistics options. Thus, driving improved business performance, shareholder value and creating competitive advantage.

Mr. Anderson's private sector leadership roles have included Managing Director, Wave Point Consulting Ltd, President & CEO of the Port Alberni Port Authority, Business Development Manager for the Greater Victoria Harbour Authority. Public sector involvement includes serving as Policy Manager, Rail, Intermodal & Marine for Alberta Transportation, Manager, Trade Policy and Business Intelligence for Alberta Energy departments and Chief Harbour Authority Implementation for Fisheries and Oceans Canada.

Darryl earned his MBA (with Distinction) from the Australian Maritime College, Bachelor's degree from Trinity Western University and a diploma in urban land economics from the University of British Columbia. Mr. Anderson also holds a Certificate in Shipping & Maritime Operations from the British Columbia Institute of Technology. He is a member of the Chartered Institute of Logistics and Transportation – North America and the APICS Vancouver Island Subchapter.

#### Contact

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### Steve Bassaw

Product Evangelist | SYSPRO Canada

Steve Bassaw is a supply chain professional of 20 years including Inventory Planning and Purchasing and has achieved the APICS CSCP designation (Certified Supply Chain Professional). Steve has been with SYSPRO for over 18 years, starting as a Support Analyst where he learned the SYSPRO product in depth. Before joining SYSPRO, Steve was a SYSPRO software user at a manufacturing company in the role of production planner and materials manager. Steve is also Chair of the Advisory Committee for BCIT's Business/IT program, contributing his knowledge on how Information Technology is actually used to support real world business requirements.

Steve can be contacted at [steve.bassaw@ca.syspro.com](mailto:steve.bassaw@ca.syspro.com)

### Otto Folprecht

Project Manager at Beachcomber Spas

As a long term Information Technology expert & executive with global expertise in shaping strategic direction, driving change and delivering significantly increased business performance. A visionary and committed team player, able to perform effectively with people at all levels. Adaptable, results-driven and customer-focused, always willing to exploit well-developed organizational skills, strong relationship management capabilities and proven commercial acumen in order to deliver shareholder value.

## Steve Jackson

Steve Jackson is a Vancouver-based Theory of Constraints consultant, a TOC specialist since 1988. He was one of the first independent consultants to be chosen to work with Dr. Eli Goldratt, author of "The Goal" and the originator of the Theory of Constraints technology. Invited to the second-ever "Jonah Course" offered by Dr. Goldratt, Steve became a member of the team that helped define, document and teach the TOC Thinking Processes and expand the TOC into applications to sales, marketing, distribution, and project management. In fact, while remaining independent, Steve worked in association with Dr. Goldratt and his organizations on projects over 3 decades.

As managing partner in Synchronix Technologies, Inc. [www.synchronix.com](http://www.synchronix.com), Steve has project-managed and been the principal consultant in dozens of TOC implementations. He has taught Theory of Constraints to executives and managers in organizations across Canada and the USA, including workshops organized by UBC and Caltech; and has taught the technology to Professors and Instructors at Universities and Colleges across North America, including BCIT.

Steve can be contacted at [stevej@synchronix.com](mailto:stevej@synchronix.com)

## Marilouise Muller

Marilouise Muller is a recognized Business Transformation Specialist with over a decade of experience delivering exceptional results for leading global organizations. Marilouise is founder and principal of Vancouver-based management consulting firm, Propel Solutions Ltd. ([www.propels.ca](http://www.propels.ca)) and PropelU Academy ([www.propelu.ca](http://www.propelu.ca)). Propel works with leading organizations to identify key areas of opportunity to collaboratively develop operational changes that result in measurable performance improvement. Through a Business Process Improvement methodology pioneered by Marilouise, Propel has helped companies in every industry optimize their business processes to foster organization-wide improvement and instill a culture of continuous improvement. New this year, PropelU Academy is the First in Western Canada to become a reseller of the industry leading Lean Bronze Certification program in association with ASQ, Society of Manufacturing Engineers, and the Shingo Institute. Prior to founding Propel Marilouise built her reputation as an International Management Consultant. She has led business critical transformation projects worldwide with multinational organizations from New York to Japan. She is certified in industry leading LEAN Process Improvement as well as PROSCI Change Management. She is also the Chair of the American Society of Quality (ASQ) Vancouver Section.

She can be reached at [mar@propels.ca](mailto:mar@propels.ca)

## Caroline Ogilvie

Director Business Strategy Development - Telus

Caroline Ogilvie has a strong passion to lead, teach and inspire people to achieve operational excellence. She is a supply chain leader with over 35 years professional experience, specialized in purchasing and inventory management within make-to-stock and make-to-order manufacturing environments, and more recently in the telecommunications industry. At TELUS, Caroline left her previous position as the Director of Supply Operations for wireline infrastructure build, to join a special team dedicated to building their future friendly fibre optic network. Today in her role as Director Business Strategy Development, she leads a team responsible for connecting premises to the new network. Caroline is a recent MBA graduate, however she attributes most of her career success to her CPIM and CSCP certification from APICS. Caroline is a long-standing member who has served in various APICS leadership roles across British Columbia and instructing positions at BCIT and UBC, Okanagan campus.

Caroline can be reached at [caroline.ogilvie@telus.com](mailto:caroline.ogilvie@telus.com)

## Alexander Ralph

Senior Manager, Supply Chain Operations  
City of Vancouver

Alexander Ralph is a Supply Chain Management professional with 20+ years of experience working with organizations in both the private and public sector in North America (Canada, USA and Mexico) helping them to improve their operations and business processes. Alexander has focused his career leading initiatives in Operations Management, Category Management, Strategic Sourcing, Procurement Management, Demand and Supply Planning, Warehousing and Inventory Management, Fleet and Asset Management, Manufacturing, Distribution and Logistics. He initiated his career as a Management Consultant working with client industries such as Health Care, Financial Services, Federal, Provincial and

Municipal Governments, Food and Consumer Goods, Aviation, Automotive, Energy and Utilities, Construction and Higher Education. He has collaborated with Fortune 500 companies such as Johnson and Johnson, Nestle, Mercedes-Benz, Unilever, LG Electronics, Coca Cola, etc. Most recently he has worked for crown corporations such as Vancouver Coastal Health and BC Hydro. For the past 2 years Alexander has worked in the Supply Chain Management department at the City of Vancouver providing senior leadership and overseeing the Warehouse and Inventory Management and Procurement Operations. Alexander is an Industrial Engineer who obtained his MBA degree from the University of British Columbia. He holds a Supply Chain Professional Certification (CSCP) from APICS and a Black Belt designation from Lean Six Sigma Canada.

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## Debra Smith

Managing Partner

Debra A. Smith, CPA, EMBA, TOCICO, is the co-founder and Managing Partner of Constraints Management Group (CMG) and co-founder of Demand Driven Technologies. CMG is a services and technology company specializing in integrated pull-based manufacturing, materials and project management systems for mid-range and large manufacturers and their supply chains. Together with her partners (past and present), CMG is responsible for much of the development and practical application of the methodology, processes and software development known as Demand Driven MRP and the Demand Driven Operating Model. In between founding CMG and her career in public accounting she spent time as a Director of Finance with the Clorox Company, a VP of Finance for a publicly traded manufacturer and 7 years as an accounting professor. Her research focused on the role of metrics in process improvement and during that time she was the recipient of the 1993 IMA and Price Waterhouse applied research grant that resulted in the first of four books including 2013's *Demand Driven Performance – Using Smart Metrics*. She has been the driving force in the development and application of flow-based metrics and her clients span across all industries and five continents. She is a recognized Thought Leader in management accounting, The Theory of Constraints and Demand Driven methodology and practice. In 2001, she was elected to the founding board of TOCICO and served 7 years. In 2016, TOCICO awarded her their Life Time Achievement Award.

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## Maureen Sullivan, LLB, CTP

Maureen Sullivan has been an instructor with NECI since 1995 and assumed ownership in 2009. She managed the curriculum development process for the Public Sector Procurement Program (PSPP), which was accredited by the Supply Chain Sector Council in October of 2011 and won the Summit Award of Excellence for Leadership in Public Procurement in November, 2011.

An experienced litigator, mediator and dispute-resolution practitioner, Maureen has an in-depth knowledge of both procurement law and contracting issues. Renowned for her engaging teaching style, one of Maureen's many strengths is her ability to integrate legal concepts with business practices, making often-difficult concepts accessible and understandable for learners at all levels.

Maureen also trains and mentors new instructors and oversees the updating of the Public Sector Procurement Program and Signature Seminar curriculums. She holds her Certified Training Practitioner (CTP) designation through the Canadian Society for Training and Development.

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## Michele Vincenti

Ph.D., MBA, M.A. (HOS), CIM, FCSI, STI, CMC, C.I.M., F.CIM, CMgr (UK), F.CMI (UK), CITP

Michele Vincenti has over 25 years of experience in the financial sector, both as a consultant and as an executive in financial institutions. Dr. Vincenti holds faculty positions at different Universities teaching in business and management

programs. As the President of Alvana Business Consulting Inc. he offers consulting expertise to his clients in the area of wealth management, leadership, and business start-ups. He is an instructor for the FITT program and he regularly speak internationally on trade agreements, and business topics on International business.

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