



Fred Nickols, CPT

Managing Partner
Distance Consulting LLC

Presenting

■ Fred Nickols

- Experienced
- Insightful & creative
- Skilled problem solver
- Proven track record
- National reputation



Here's What I Offer

- Significant, measurable and valuable improvement in the performance of...
 - People
 - Processes
 - Organizations
- Successful implementation
- Change that “sticks”
- Transfer of know-how to you and/or your staff



Currently

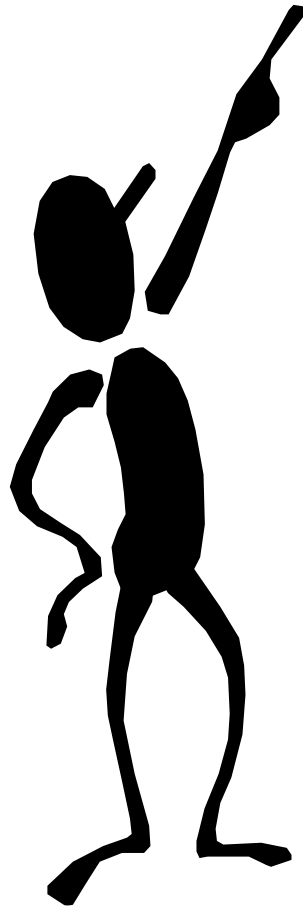
- Providing ongoing advice and counsel to the CEO of a software startup
- Assisting with the marketing and messaging for a new achievement management system
- Writing a regular column about Knowledge Work for ISPI
- Creating tools for use by Knowledge Workers
- Assisting the GM of an Australian healthcare association with a “big data” visualization project
- Developing job aids for use with a healthcare management system
- Refining a proprietary business problem-solving process
- Articulating a control theory view of human behavior and performance

Representative Efforts

Distance Consulting LLC

- Advice, counsel & assistance re Communities of Practice
- Training module on delegation skills
- Various invited presentations
- Job aids related to using a massive healthcare database
- Developed a strategic decision making model/process
- Self-instructional materials for problem solving, consulting, time management
- Executive level briefing re Knowledge Management
- Writing services in support of a corporate blog
- Design & facilitation of a strategic planning session
- Consulting services supporting the establishment of a consulting practice
- Acting GM of a subsidiary of a German conglomerate
- Analysis of distribution issues

Areas of Potential Contribution



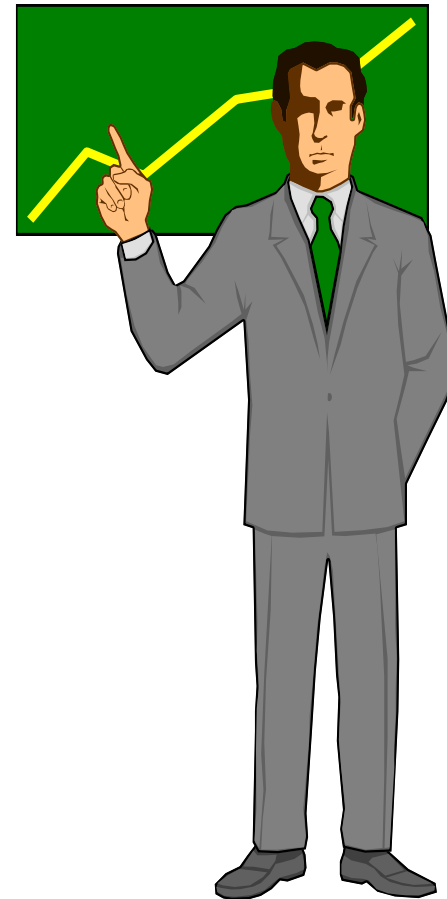
- Business Planning & Strategy Development
- Knowledge Management
- Organization Development
- Performance Improvement
- Process Improvement
- Productivity Improvement
- Solving Particularly “Wicked” Problems
- Systems Development
- Training & Development

Qualifications

- Demonstrated Performance
 - Accomplishments speak louder than credentials
- Work Experience
 - The best predictor of future performance is past performance
- Education & Training
 - Preparation is half the battle

The Bottom Line

- A lot of value already contributed
- A lot of value to be contributed
- Inquiries, referrals and leads appreciated



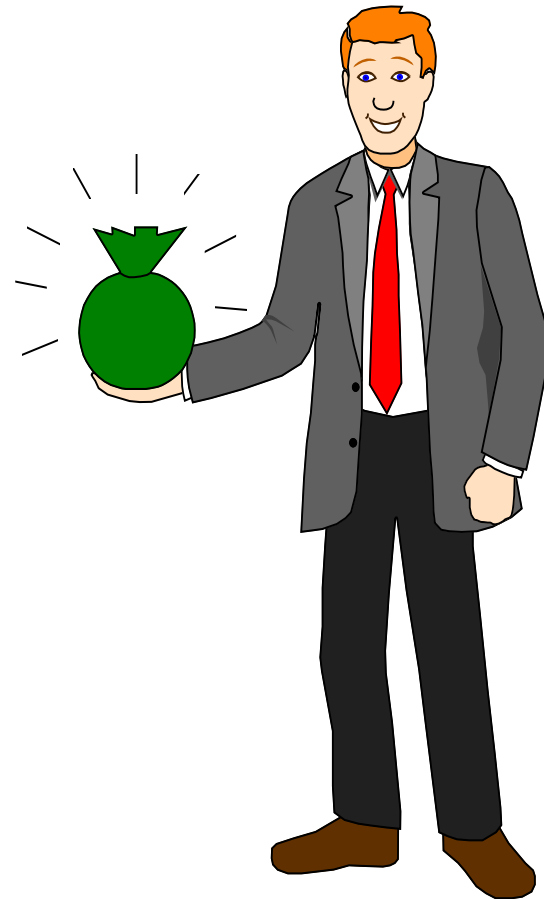
Sampling of Clients



Example #1

Optimizing SAT Test Center Staffing Levels

- An algorithm used to staff SAT test centers
 - yields the lowest staff cost per administration
 - satisfies all security requirements
 - saves \$800K/year
 - saved more than \$10 million so far



Example #2

Reducing A Reject Rate

- Reduced the reject rate in an important processing operation from an average of 60-70% to less than 10%
- Primarily a matter of educating the applicants and giving them the proper tools
- Savings of \$250K/year



Example #3

Scrubbing A “Dirty” Database

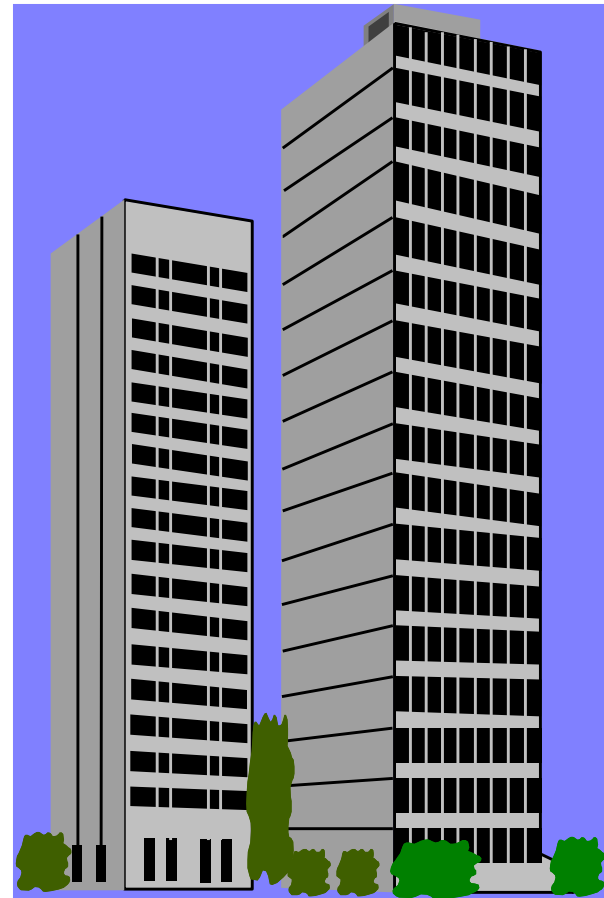
- A database conversion
 - VAX to Oracle
 - Problem: “dirty” flat files
 - IS&T estimate = \$360K
 - Alternative: a PC-based “scrub” of the database
 - Program direction accepted
 - The savings => \$300K
 - The client was very happy



Example #4

Fitting 20 Pounds into a 16-Pound Sack

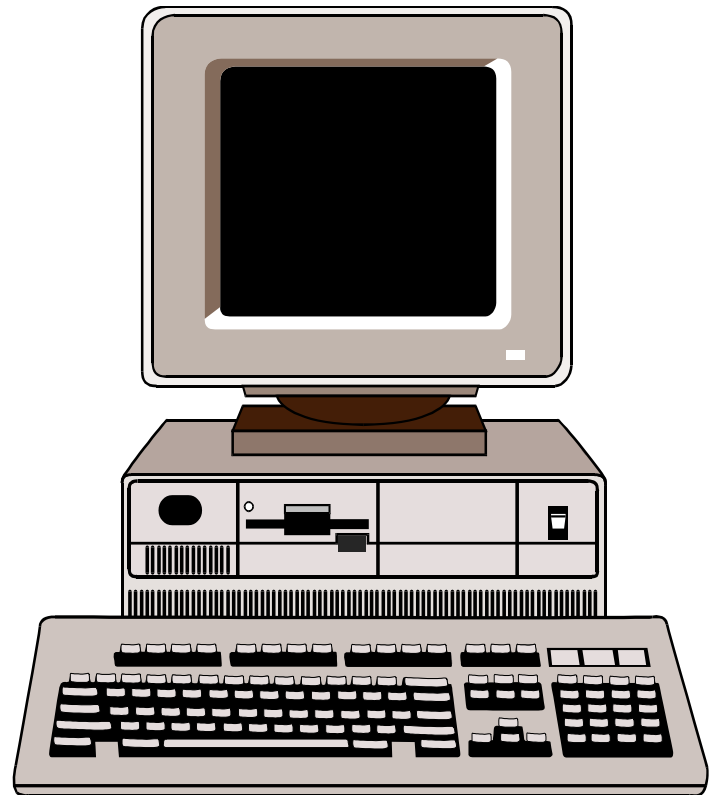
- Collapsed 20,000 square feet of assigned space into 16,000 square feet
 - improved the productivity of the 16,000 square foot space by 25%
 - reduced space charges by \$160K per year at a one-time cost of \$16K
 - introduced an innovative paper filing, storage and retrieval technology



Example #5

A Variable Life Insurance System (NYC)

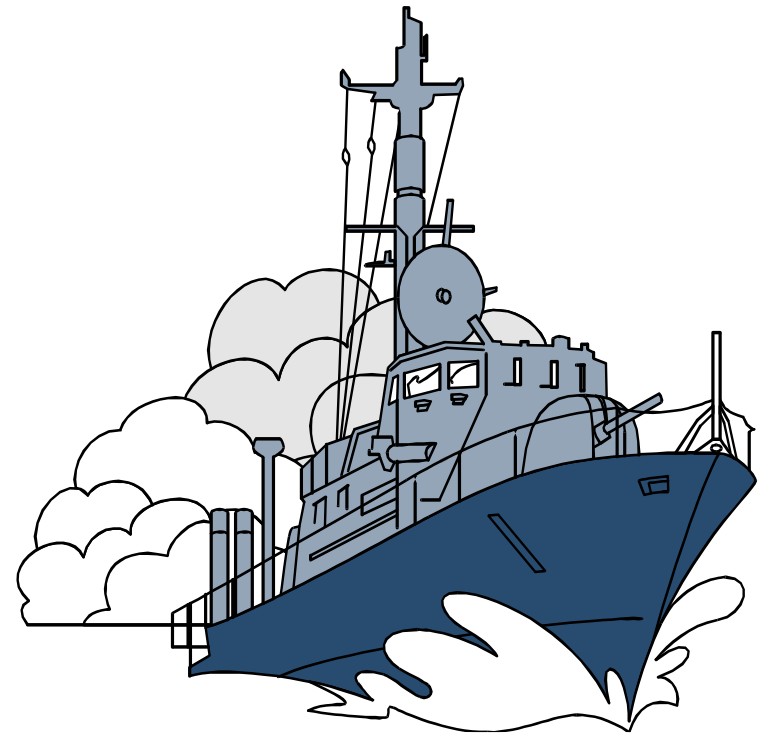
- The client had been promised a new product
- The IT mainframe shop said
 - 18 months
 - \$2 million
- It was up and running “live” on a PC/LAN in 89 days for \$250K
- The client was very happy



Work Experience

United States Navy (1955-1974)

- Weapons System Technician
- Classroom Instructor
- Test Developer
- Programmed Instruction Writer
- Instructional Systems Developer
- Internal OD Consultant



Work Experience

Consultant (1975-1986)

- Sales training
- Management training & development
- Performance improvement
- Productivity & process improvement
- Systems development & roll out
- Change management



Work Experience - Monarch

Sr VP, Systems & Operations (1987-1989)

- Developed PC/LAN-based systems for financial products
- Reengineered the systems development process
- Reengineered the product development process
- Chief troubleshooter for CEO



Assignments at ETS

Executive Director (1990-2001)

- Consultant on Staff
- Custom Operations Division
- Chief of Staff, Operations
- Finance (Renewal)
- Strategic Planning
- Research
- New Business Development
- IS&T – Business Intelligence
- IS&T – Project Management

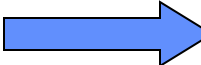


Major Accomplishments at ETS

- Reengineered the FAF front-end
- Developed optimum staffing algorithm for SAT administrations
- Engineered several sizable cost savings
- Helped trigger the 3-year ETS financial turnaround effort
- Redesigned ETS's business planning processes
- Wrote two approved business plans

IT/Systems Work Experience

- Worked on guided missile R&D at White Sands Missile Range
- Wrote the AT&T Handbook for Total Systems Development
- Developed AT&T Long Lines' Systems Analysts Training Course
- Analyzed the Human-Machine Function Allocation Process at Bell Labs
- Developed a Systems Selling Training Course for AT&T Marketing
- Documented a Common Systems Architecture for ETS
- Developed a Database Designers Training Course for CENTEC

More 

More IT/Systems Work Experience

- Developed a PC-based QC auditing system for Community Mutual Insurance Company
- Developed two PC/LAN-based variable life insurance systems for Monarch Financial Services
- Outsourced the PC-based insurance illustration systems for Monarch & managed the vendor
- Developed job aids for AT&T Long Lines computer systems
- Carried out several process documentation efforts for a variety of clients, including ETS, Citicorp and others
- Supported two very large system roll outs for BC/BS
- Developed a prototype knowledge management (KM) corporate intranet for Warner Lambert

Education & Training

- High School Graduate
- Extensive technical training (USN)
- Extensive training as an instructor/developer (USN)
- Extensive training as an OD consultant (USN)
- Ongoing self-development
- Undergraduate work in psychology & statistics at USIU
- Conducted numerous invited presentations and colloquia at several colleges & universities
- Voracious reader
- Published extensively

200+ Articles, Columns, Papers (Diverse Topics & Publications)

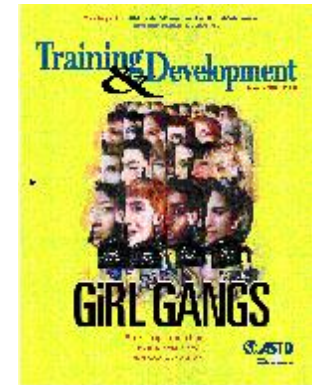
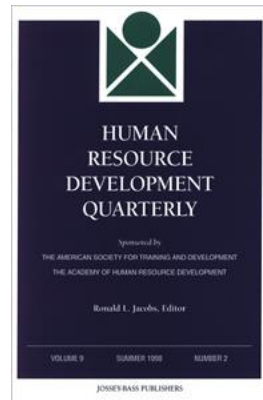
- training
- education
- evaluation
- technology
- problem solving
- change management
- knowledge management
- communities of practice
- business analysis
- productivity improvement
- performance improvement
- performance management
- performance architecture
- process improvement
- systems development
- strategy

Appearing in...

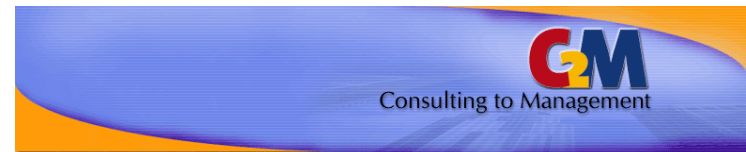
On the Horizon



THE TECHNOLOGY SOURCE



INTERNATIONAL SOCIETY FOR
PERFORMANCE IMPROVEMENT
Performance Improvement Journal



These too...

- The 2000 Knowledge Management Yearbook
- The 2001 ASTD Training & Performance Yearbook
- Journal of Knowledge & Process Management
- Journal of Systems Management
- JSAS Journal of Selected Documents in Psychology
- People Today

Various Professional Affiliations

■ Currently

- Association for Talent Development (was ASTD)
- International Association for Performance Improvement (ISPI)
- Organization Development Network
- Columnist: ISPI

■ Previously

- Academy of Management
- American Management Association
- Editor/Columnist: Journal of Management Consulting
- Board of Advisors: School of Business, College of NJ
- Reviewer for HRD Quarterly
- Society for Human Resources Management

Contact Information

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