



# U.S. ARMY COMMUNICATIONS-ELECTRONICS COMMAND

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## THE CRITICAL LINK

### **Chris Lindstrom**

Business Process Reengineering (BPR) Center of Excellence (CoE)  
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Chris Lindstrom is a BPR Specialist for the U.S. Army's Business Process Reengineering (BPR) Center of Excellence (CoE), responsible for increasing BPR capabilities through a broad range of curriculum offerings and improvement projects. The BPR CoE implements a standardized methodology for BPR and provides support services for reengineering the Army's business processes.

After earning a Bachelor's degree in Electrical Engineering and a Master's degree in Computer Engineering, Lindstrom joined National Cash Register (NCR) as a components engineer, where he was introduced to Process Engineering and Total Quality Management (TQM). He later earned an American Society for Quality (ASQ) Six Sigma Black Belt certification and Master Black Belt.

Lindstrom worked in industry as a consultant and operations executive with companies in aerospace, telecommunications, software development and deployment, education curriculum development and training delivery. At AT&T, Chris supported a re-engineering project that evaluated the consumer products division, a \$2B business that was losing money. In five months, a new strategy was developed, leadership was replaced, and new processes and metrics were designed that set the stage for an 18 month turn-around. While at AT&T Wireless, Lindstrom led the improvement program that reduced the service activation costs by over 50%. At Infospace (a software as a service company), he re-engineered the Sarbanes-Oxley control system reducing administration costs by 50%, and saved over \$2M per year in Service Level Agreement (SLA) penalties through a number of Kaizen events focused on improving I/T Operations. He has developed curriculum and training for BPR, Lean, Six Sigma, Theory of Constraints (TOC), and organizational change delivered to professional and college classes.

As a volunteer for the ASQ, Lindstrom has served on the leadership board managing programs, supporting educational opportunities, and leading the Seattle section. He has developed a personal engagement style which integrates a high level of respect for people and a keen understanding that the leader / manager / coach / supervisor's role is to help all associates develop problem solving and interpersonal skills, enabling them to feel accountable for identifying issues and creating and implementing solutions.

Mr. Lindstrom has two adult daughters and enjoys touring the country on a motorcycle with his wife.

