



**Performance**

Associates International, LLC



# Stephen Blaney

Principal  
Performance Associates International, LLC  
Consulting Profile

As principal and co-founder of Performance Associates International, Stephen Blaney helps for- and non-profit companies achieve success in their markets by working better, faster and smarter. Unlike academicians offering untested theories, Blaney employs a unique blend of real world experience and applied research to develop customized solutions that help each organization reach its full potential.

Blaney's 24 plus years of consulting experience span a wide range of industries and businesses worldwide, from Fortune 500 companies to small non-profit organizations. His background also includes five years as an award-winning senior consultant in the renowned Westinghouse Productivity & Quality Center.

## **Real World Results**

Following are some targeted examples of organizations throughout a variety of industries that have achieved real world results from their work with Stephen Blaney and Performance Associates International.

### MANUFACTURING

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#### **Ametek Specialty Metals Division**

*Manufacturer of clad metals and atomized powders.*

- Improved management practices and operational product line performance.
  - 89% cycle time reduction, 140% yield improvement, 27% cost reduction, 280% on-time delivery improvement.

#### **Xaloy**

*Worldwide supplier of injection molding and extruder barrels/screws for the plastics industry.*

- Improved management practices and operational product line performance.
  - 61% work-in-process inventory reduction, 22% capacity increase, 62% cycle time reduction, 170% on-time delivery improvement.

*(continued)*

### **Westinghouse Energy Systems Europe S.A.**

*Provider of sales support and engineering services to the nuclear industry.*

- Business reengineering
  - 27% cost reduction, 18% freed-up resources for redeployment, 10% revenue increase, strategic application of information technology.

### **General Electric**

*Purchasing services for the power generation industry.*

- Supply chain management and quality assurance workout processes facilitation.
  - \$1 million\* inventory reduction, \$160k direct cost savings.

## SERVICE

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### **CBS Cable**

*Creates and distributes domestic and international cable television programming.*

- Marketing – 24% annual cost savings, 30% productivity improvement, 51% on-time delivery improvement, 53% customer satisfaction improvement.
- Accounting – 58% cash application transaction reduction.
- Purchasing & Support Services – 50% procurement transaction reduction, \$170k direct annual cost savings, 33% staff reduction (through attrition).
- Information technology – 68% project backlog reduction.

## ENTREPRENEURIAL

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### **Penn Hills Rental**

*An 18-year-old entrepreneurial business with 11 employees, offering whole goods sales and service/rental of tools, mowers and power equipment for commercial and residential customers.*

- Generated a return on investment of 6:1.
- Improved net profit by over 5 percentage points in just five months.
- Provided necessary resources for an additional employee and pay raises.
- Improved business practices and customer satisfaction.

## NOT-FOR-PROFIT

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### **Pittsburgh Technology Council**

*A membership organization of technology-based companies united in a mission to attract new business, venture capital and skilled employees.*

- Strategic planning facilitation.
- Marketing communications – \$120k direct cost savings, department reorganization resulting in a more strategic utilization of marketing.
- Membership survey redesign – 98% annual survey cost reduction, 79% response rate increase, development of in-house membership research competencies and capacity.

## EDUCATION

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### **The Chauncey Group International**

*A leading provider of certification and licensing examinations for professionals, business and government.*

- Nurse Aide Testing Program Reengineering – \$127k direct annual cost savings.

## GOVERNMENT

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### **Department of Energy**

*Work spanned nine operational offices in various locations nationwide, outside of the Washington, D.C. headquarters.*

- Conducted 28 total quality management assessments and over 160 process improvement workshops.

## EMPLOYMENT HISTORY

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### **Westinghouse Productivity & Quality Center** (12 years)

*Helped to formulate and apply many of industry's most effective productivity and quality tools as a senior consultant with this world-renowned "think tank." Worked with Westinghouse's internal operations to implement and measure the effectiveness of quality practices throughout the organization.*

- Total Quality Management
  - Certified in leading Total Quality Management Review teams (an assessment tool later incorporated by the U.S. Government into the Malcolm Baldrige National Quality Program).
  - Managed over 40 Total Quality Fitness Reviews within Westinghouse Operations, the Department of Energy and Chevron.
  - Participated in the annual reviews and selection of the Total Quality Award finalists and winner.
- Process Improvement
  - Actively participated in the design and implementation of Westip™ (Westinghouse Technology to Improve Process), and personally deployed this structured methodology to improve over 250 processes throughout the manufacturing, service and government operations.

### **Westinghouse Construction Group** (2 years)

*Successfully piloted and implemented new, cutting edge information resource management technologies (including personal computing, e-mail, voice mail, teleconferencing) that enabled significant productivity improvements. The success of these improvements led to corporate-wide deployment of these technologies throughout Westinghouse's worldwide operations.*

- Designed and managed the development, distribution and support of (Topcat™ MS-DOS 1980-1988 and Wescat™ Mac / Windows 1988 – 1994) electronic communications software for the personal computer. The software allowed users to compose new mail, transfer files and manage incoming mail off-line through a batch mail communications interface (a precursor of today's Microsoft electronic mail software).

### **Lanier Business Products: Diskriter, Inc.** (7 years)

*Automated the data collection, statistical analysis and reporting processes required to sell large scale word processing systems for Diskriter, Inc. Excelled in straight commission sales and advanced to systems specialist and sales management.*

## AWARDS AND PRESENTATIONS

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### External Client Awards

- 1993 Ametek Powder Metal Team  
“Dr. Lux Ametek Total Quality Accomplishment Award”  
“DuPont Four Star Quality Award”

### Westinghouse Electric Corp.

- 1994 National Association of Purchasing Management  
Presentation: “Improving Purchasing Value for the Profit Center”
- 1993 Top consultant at the Westinghouse Productivity & Quality Center
- 1989 International Communications Association Winner  
“Competitive Advantage Through Telecommunications”  
Publication and Presentation at Annual Meeting
- 1989 Westinghouse Information Systems Advisory Council Award Nomination

### Diskriter, Inc.

- 1978 Sales Manager of the Year
- 1975 Salesman of the Year

## Real World Experience

- 1995 **Performance Associates International**  
Co-founded with James Guzzo
- 1979 - 1994 **Westinghouse Electric Corporation**  
Productivity & Quality Center, Senior Consultant  
Information Resource Management, Consultant
- 1973 - 1979 **Diskriter, Inc.**  
Sales Manager  
Systems Specialist  
Straight Commission Sales Representative



**Performance**

*Associates International, LLC*

**Enabling change, speed and results.**

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