

## Robert (Bob) Ratcliffe

Bob has taught Operations Management, Finance, and Critical Thinking/Problem Solving at West Coast University and following that, at the University of Phoenix for more than 15 years. More recently in the last 5 to 6 years, he has also instructed at the San Gabriel Valley Chapter's APICS (American Production and Inventory Control Society) classes.

Bob's theory of instructing reflects his strongly-held beliefs that students learn by being able to understand the theory as set out in the textbooks, then being able to relate those concepts to the practicalities of their every-day job, being able to benefit from the instructor's practical experience, and also benefiting from other students' experiences. To this end he holds a very interactive class where the student is expected to ask questions, challenge the instructor, and to participate in group discussions as well as engage in the exercises that cement the students theoretical understanding.

Educational credentials:

MBA	Information Systems and Finance
BA	Economics and Business Administration
CPIM	Certified in Production and Inventory Management
CSCP	Certified Supply Chain Professional
CIMA	Chartered Institute of Management Accountants

Bob started his career with Johnson & Johnson, working as a Cost Accountant through to Accounting Manager. He then spent 16 years working in the Oil Industry, first as an Accountant and then as an IT Project Manager responsible for all implementations of the company's Materials Management and Accounting System world-wide. It was this experience that exposed him to the various different solutions to Operational and Financial problems found around the globe.

On leaving the Oil Industry he returned to Manufacturing with positions in IT support and Project Management. He was then recruited by a large ERP Software vendor and spent 3 years in Pre-Sales visiting various manufacturing entities and presenting to upper management on the benefits of the software vendor's application.

Following that he spent some years in a small consulting business specializing in technical solutions to manufacturing issues such as visibility across the Supply Chain and getting the most benefit from the ERP systems that were in place at the client sites. His projects during this time included clients such as Epson, International Rectifier, and JPL. Besides ERP systems he is well versed in Customer/Supplier Relations Management and Work Flow solutions, as well as Dashboard solutions.

Currently he is the Senior Supply Chain Manager at Osmetech (Molecular Diagnostics) responsible for the inventory, warehousing, procurement, sourcing, and planning functions, including the use of the company's ERP application to significantly reduce costs and increase management visibility across the Supply Chain.