



BIOGRAPHY - VICKI B. LYNCH

Vicki B. Lynch is a principal of Helle Associates, a consulting firm specializing in Enterprise Resource Planning and Business Reengineering related consulting and education.

Ms. Lynch has extensive experience in operations, program management, customer service and product and process engineering. She is a manager with proven leadership skills who has been an integral part of senior management teams.

Ms Lynch served in several key management roles at EMC Corporation, a Fortune 500 company, which grew from \$150M to \$2B during her tenure. As Director of Worldwide Central Planning, she was responsible for developing strategic business operations plans that integrated complex forecasting, new product plans, current product strategies and sales and marketing plans into sound operating plans. These plans were integral in defining internal and supply chain manufacturing capacity, inventory investment and head count.

As Group Manager of New Products, she managed three operational groups spanning Product and Process Development, Operations New Product Program Management and Test Equipment Development with a focus on moving manufacturing upstream in the new product introduction life cycle and ensuring that new products could be brought to market rapidly. As a manager in the Worldwide Customer Service Support Organization, she developed processes and provided strategic direction to the mainframe and open system businesses to ensure that customer support operations were positioned to meet new competitive requirements and demands from customers for greater responsiveness and accountability.

Previously, Ms. Lynch had worked as a senior management consultant at Grant Thornton, the seventh largest U.S. accounting and management consulting firm, where she provided management and manufacturing consulting services to owner managed, midsize and growth minded entrepreneurial clients in the areas of materials and supply base management, product and business process analysis and re-engineering and systems definition and implementation. She has also held industry positions at Bose Corporation and Data General Corporation in the area of commodity management.

Ms. Lynch holds a BS, Mechanical Engineering from Brown University and an MBA from Boston University with a concentration on Operations management. She earned a CPIM from the Association for Production and Inventory Control Society and has been a Champions Club member of the Association for Manufacturing Excellence. She has also served on the Board of Directors of a privately held business as an operations and management advisor.