

# CHUCK MITCHELL

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## CHIEF PERFORMANCE CONSULTANT

*Organizational Realignment to focus on Performance Excellence Results:  
Leadership - Customer - Operations – Workforce - Alliances*

**Goal: Contract Engagements** - to create High Performance Organizations for the 21<sup>st</sup> Century.

The Chief Performance Consultant role is recognized in both industry and government as a key and essential organizational position designed to implement and sustain continuous, tenacious focus on survivability, sustainability, growth and achievement of strategies that leave competitors behind.

Chuck Mitchell walks in the door with a 25 year record of achievement in training, coaching and providing powerful practices and tools that help organizations achieve performance excellence. Expert in assessment of top-to-bottom current results and realignment of strategy and teams toward a strong and consistent focus on significantly improved results. Adept at driving the growth of company revenues through improved leadership, customer- and market-focus, operations and workforce performance. Chuck is an exceptional mentor and coach. When Chuck departs, your organization will have the policies, practices, tools and training needed to continue on your new path toward performance, results and excellence.

➤ *Chuck provides the infrastructure for success you need before you recruit and hire a permanent Chief Performance Officer. His systems will pave the way for his successor.*

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|--------------------------------|-----------------------------|-------------------------------|
| • Strategic Market Positioning | • Key Process Improvement   | • Workforce Capability Boost  |
| • Customer Satisfaction/CRM    | • Project Management (EVMS) | • Workforce Engagement Boost  |
| • Product/Service Excellence   | • Quality & Risk Management | • Workforce Performance Boost |
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**You may need Chuck Mitchell for short- or longer-term engagements if:**

1. Your customers are pulling your funding or contracts and allocating them elsewhere
2. Your strategic plan is not measurable or is not being accomplished
3. Your products/services are experiencing customer issues causing you to lose market share
4. Your key processes are not well documented, in efficient and more costly than they should be
5. Your organization experiences too much rework, defects or waste
6. Your workforce is not performing as well as they should be; not well engaged or motivated

➤ **Please visit [www.hpo21.com](http://www.hpo21.com) for complete capability description and**

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## Current Projects (August 2011)

**Small Business Development Centers (USA):** America's 1000+ Network of Small Business Development Centers (SBDC) is the most comprehensive small business assistance network in the United States and its territories. Mr. Mitchell decided to target this market for AfCI and created the systems, marketing plans and sales processes necessary, then executed them all. The Results: As of August 2011, AfCI systems and training products have been purchased by 220 of 1000 SBDC sites in the USA. Chuck has an unusually strong capability to penetrate new & difficult markets.

**Best Seniors Club (Sarasota/Bradenton Florida):** Chuck is currently focused on creating a unique "alliance" of local companies to provide best value products and services to the 55 plus senior markets in Manatee and Sarasota Counties of Florida. This alliance is aimed at creating value and jobs which are sorely needed in Florida as well as other states in the USA. Chuck is building web sites, systems, processes and videos for this project. See: [www.BestSeniorsClub.com](http://www.BestSeniorsClub.com)

## PRODUCT SUCCESSES

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**PA-1** - Mr. Mitchell created the first Performance Analyzer software for Government EVMS data analysis and successfully marketed it to over 500 Defense Contractors.

**C/S-Trainer** - Mr. Mitchell created the first Cost/Schedule (EVMS) computer based training system and successfully marketed it to over 1000 Defense and Government users.

**CI-Toolkit** - Mr. Mitchell created a powerful set of TQM tools and the supporting training materials. This toolkit was successfully marketed to over 20,000 users in all sizes and types companies and Government agencies. Several of these customer sites used this system to win or place close in National Quality Awards.

**HPLS** - Mr. Mitchell created a special set of tools for the Small Business Administration (SBDC Centers) and marketed it to 13 of the 50 State Small Business Development Networks. Mr. Mitchell personally trained over 220 of America's SBDC Directors and Counselors.

**HPO21** - Mr. Mitchell created this latest version of tools available online and used to transform any public or private organization into a High Performing Organization. This is currently the top selling AfCI product line and includes two support products ACI-Xray and ACI-Survivor – all visible at [www.hpo21.com](http://www.hpo21.com).

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## MANAGEMENT EXPERIENCE

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### **Program Manager, Hughes Aircraft, Fullerton, CA 1980-1984**

Responsible for large SUBACS & Mk48 ADCAP Subcontracts  
Managed large engineering and manufacturing program staff  
Responsible for EVMS implementation of above programs

### **Program Manager, Interstate Electronics, Anaheim CA 1975-1979**

Responsible for Submarine Defense Program Instrumentation Projects  
Developed automated C/SSR for EVMS Subcontract reporting  
Managed small engineering and manufacturing program staff  
Created C/SSR EVMS software to assist in program management

### **Director and Chief Performance Consultant, AfCI LLC 1984-Present**

## EDUCATION/READINESS

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**Master of Science (MS)** 1984 – University of Southern California (Los Angeles, CA)

**Bachelor of Science (BS)** 1980 – Business Administration & Computer Science

**Level 2 Background Check Completed (March 2011)** – granted by Florida Agency for Health Care Administration fingerprint, FBI and Florida State Law requirements met. Clean background; safe and ready to start work. Previous DOD security clearances (expired): Secret and higher.

**Personal Health:** Excellent; ready to travel to engagements of any duration or location.

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