



Quantum Associates, Inc
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Certified Minority Business Enterprise
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About Willie Carter

Willie spent 28 years in Corporate America in various roles—R & D | Operations | Quality | Product Management effectively managing upward of 20 managers and 200+ employees. Over the years his career has taken him to work with numerous small to mid-sized to Fortune 500 companies in assisting them with optimizing their operations and administrative functions by applying continuous process improvement techniques. Carter currently serves as president of Quantum Associates, Inc, a process improvement training/facilitation and consulting firm, which specializes in helping small to mid-market organizations produce defect-free products and services with less, helping them execute faster, affordably and flawlessly.

Carter holds a BA in Chemistry from Southern Illinois University as well as an MBA from Roosevelt University. He is certified as a Lean Sensei, Manager of Quality and Organizational Excellence, ISO 9000 Lead Assessor, and Quality Management Facilitator. He is also the author of *Process Improvement for Administrative Departments: The Key to Internal Customer Satisfaction (available on Amazon)*

He has nearly four decades of continuous improvement experience and is also on the adjunct faculty at Roosevelt University, Chicago, IL.

He is married and has two adult daughters living in Chicago, IL and Brooklyn, NY. In his spare time, he enjoys gardening and golf. One of his most exhilarating moments was making a hole-in-one on a 153-yard hole in 2016.

About Quantum Associates

Quantum Associates, Inc was founded in 1998 and is a certified Minority Business. Our process improvement approach draws on the disciplines of lean enterprise, six sigma, and agile concepts to help our clients improve their bottom line by using fewer precious resources and execute faster, more affordably and flawlessly.

We can help you develop strategies and help lead Continuous Improvement and Operational Excellence deployment for your business. Our focus is leading, rolling out, and implementing business wide programs that drive continuous improvement in Safety, Quality, Delivery, Cost in your organization using multiple methodologies to drive business process improvement and innovation.

We have had the pleasure of helping organizations in North America, Europe, and Asia improve their business processes. Some of these companies include: Damen Carbide Tool, Wilton Tool, Horning Wire, Switchboard Apparatus Inc, Trinity Barge Division, Sherwin Williams, SC Johnson, Abbott, Caremark, Merichem, Noramco, PCI Pharma Services, Plus Products, Inc, Underwriters Labs (North America, Europe and Asia), Bar S Foods, Flying Food Group, Nordenia USA, and Multi-Pack Solutions.

Although we have worked with large companies our primary focus is on working with small to medium- size mid-market companies in the service and manufacturing sectors, faced with the challenges of doing more with less and delivering product or services faster, affordably and flawlessly to their customers.