

PATRICIA ASP

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QUALIFICATIONS SUMMARY

Senior Transformation and Operating executive with over 20 years of diverse business experience in Fortune 500 and small privately held companies. Specialties include operations, sales, activations, finance, strategic planning, culture and values sustainability, human resources, and business transformations. Extensive experience in multiple location/distributed organizational models with emphasis on performance and process improvement.

SELECTED ACHIEVEMENTS

- Financial turnaround during dramatic economic downturn of education market that negatively impacted legacy business. Reduced overhead expenses by 25% and grew charter revenue by \$7.3 million or 85% in its second year of operations. Successfully opened 10 charter schools, meeting budgets, and enrollment and financial performas.
- Led first Six Sigma launch in a \$4 Billion, distributed-model, multiple location, service company with 5,000 locations, recovering \$15M investment in first year, and creating \$60 million savings / 5-6 cents per share in year two. Created leading-edge programs to provide operations with actionable priority items and customer and employee impact metrics to drive performance improvement.
- Strategically positioning and divesting of Management Services (acquired by AraMark). Exceeded forecasted purchase price.
- Designed and implemented an interactive strategic planning process that was cross-functional and cross-business units, moving from portfolio to affiliated business model management.
- Developed a new customer-centered strategy that delivered a 40% improvement in Hospitality Services sales, achievement of a 10% improvement in program compliance for distributed service model.
- Successfully managed the divestiture and acquirer-integration of Education Food Service business resulting in exceeding proforma by 8-12%.

PROFESSIONAL EXPERIENCE

COMPASS EXECUTIVES, Nashville, TN **2011 to present**
Senior Adviser of this organization of C-Level Executives who provide management consulting, interim management and leadership development.

ASPIRE CONSULTING, Lebanon, TN **2011 to present**
Owner
Emphasis on Servant Leadership culture sustainability of core values through business process and system implementation.

COMMUNITY EDUCATION PARTNERS-ACCELERATED LEARNING SOLUTIONS, Nashville, TN **2006 to 2010**
President/Chief Operating Officer
Reporting to Founder/Chairman and CEO. Responsible for Operations, Activations, Finance & Support Services.

ASPIRATIONS **2004 to 2006**
Founder
Consulting company focused on individual and team performance improvement by operationalizing mission, vision, values and metrics, both financial and non-financial, into business processes, practice, standards, and programs. Mentored high potential managers in private and Fortune 100 companies.

THE LINCOLN FOUNDATION FOR PERFORMANCE EXCELLENCE, Lincoln, IL **2004 to 2006**
Board of Examiners

This Foundation assists Illinois organizations in improving their quality and performance among all five sectors of the economy: industry, service, healthcare, education, and government. The continuous improvement model is patterned after the Malcolm Baldrige criteria.

THE SERVICEMASTER COMPANY, Downers Grove, IL **1978 to 2003**

- *Senior member of executive leadership team, with twelve organizational promotions*
- *High potential executive grooming through diverse, business turnaround, enterprise-wide promotions*

Senior Vice President Performance Improvement **2002 to 2003**

ServiceMaster Corporate

Reported to Chairman and CEO. Responsible for leading the company transformation of improved quality, customer satisfaction, and employee satisfaction through *Six Sigma*, supply chain management/strategic sourcing, *Voice of the Customer & Voice of the Employee* Measurement and Improvement programs. Six Sigma black belt trained.

Executive Vice President – Hospitality Services **2001**

ServiceMaster Management Services

Responsible for organization, growth, and quality initiatives in Hospitality Services a \$1B Revenue and \$76M Operating Margin contract management business in education, healthcare, automotive, business & industry. 18,000 Direct and 68,000 Managed Employees.

Senior Vice President – Human Resources, Strategic Planning & Development **1998 to 2000**

Senior Vice President for People, Quality and Strategy **1996 to 1997**

ServiceMaster Corporate

Reported to the Chairman and CEO. Accountable for enterprise-wide development of strategic business plans and human resource and executive development initiatives. Designed and implemented an interactive strategic planning process that was cross-functional and cross-business units, moving from portfolio to affiliated business model management. Identified strategic decision-making intersects relating to organic versus acquired growth for 11 operating companies with 72,000 Direct and 150,000+ Managed employees.

Executive Vice President, Strategic Development **1995 to 1996**

ServiceMaster Management Services

Responsible for strategic program development for core hospitality services in Education, Healthcare, Automotive, and Business and Industry markets.

President, ServiceMaster Food Management Services **1990 to 1994**

Reported to the COO and responsible for the profit and loss (P&L) performance of a \$300M national service, product, and construction company, serving the K-12, College & University, Healthcare and Business & Industry markets with 3,000+ direct and 2,000+ contract managed employees.

Vice President Operations & Sales **1987 to 1989**

ServiceMaster Management Services - Healthcare

Reported to the President with full profit and loss (P&L) responsibility. Provided leadership to sales, operations, and program development of \$100M unit with 300+ direct and 1,000+ managed employees.

Division Operations Manager **1981 to 1987**

ServiceMaster Management Services

Manager, Service Direction Incorporated **1978 to 1981**

(Acquired by ServiceMaster in 1981)

Manager for Chelsea Hospital, School District & Mount Carmel Hospital

COMUNITY

- **New Leash on Life (formerly Humane Society of Wilson County) - Board Director (Present)**

EDUCATION

Bachelor of Science, Michigan State University
Internship at Mayo Clinic and St. Mary's Hospital