

Jim Hagy

Jim Hagy is a senior advisor with over 20 years' experience specializing in organization design, implementing transformational change and optimizing organizational and human performance. Jim has served clients across the Americas, Europe and Asia in a variety of industries, including: Financial Services, Chemicals, Foodservice, Healthcare, Government, Retail, Telecommunications and Technology. He has extensive experience working with top executives to execute strategy, improve the effectiveness of their senior teams and ensure that high priority initiatives deliver results.

Sample projects include:

- Advised senior leaders on program execution and organizational change during the \$300 million business modernization project of a major financial services company. Acted as business advisor and executive coach for selected senior executives, redefining how strategic investments are identified, prioritized, funded and managed across the company. Also, subject matter expert for organization design and operating model changes
- Lead consultant for a major merger-integration and organizational performance project for a client with a multi-billion dollar IT portfolio. Conducted workforce, financial and IT program analyses. Supported executives in developing and implementing a future state vision, organization design and human capital strategy for the new organization
- For a large transportation client transforming financial management, led CFOs in the development of a new vision and governance model for a major process redesign and system integration program. Crafted change management strategy and developed executive competencies for leading complex, multi-year implementation
- For a global semiconductor manufacturer implementing a worldwide ERP system, provided advisory support to COO, CIO and plant managers. Developed leadership action plans and executive team interventions at ten global sites. Developed and implemented change management strategies for new Finance, Supply Chain and HR functions
- Directed organization transformation for major telecom company reengineering business processes and implementing new technology. Assessed change risks and impacts and advised executives on implementation at US sites. Developed organization design and transition plan for new shared services center
- Developed change management plans for a business transformation for the largest quick-service restaurant in the world. Built and piloted deployment playbooks to train and equip country leadership teams implementing a cost savings target of \$270 million worldwide through new technology, business processes and organization design
- Built new service delivery model for a client experiencing chronically low operational performance and customer service levels in key support functions. Advised top executives on the vision, definition of services and risk analysis. Designed organization, jobs and metrics for new shared services center. Developed strategic workforce plan to close critical skill gaps

Prior to joining LH&P, Jim was a Managing Director in Deloitte Consulting's Washington DC office, where he spent the majority of his career. He earned a BS from West Point in History and Systems Engineering and earned an MBA in Marketing from the Mason School of Business at the College of William & Mary. Jim is a guest instructor in the business schools of several universities on the topics of strategy, innovation and leading transformational change, and serves on the advisory boards of two graduate business programs. He also holds an active Top Secret security clearance and speaks basic Spanish and Portuguese.