

Marko Steenbergen

Lean Six Sigma Master Black Belt

Career summary

Continuously improving people and processes is my passion. A core value is growth for myself and others, asking questions is a key instrument in living that value.

As every process is about working together I facilitate groups of people to get stuff done. I do this using my intuition, knowledge, experience and analytical thinking. Autonomy, authenticity and candor are important for me.

MBTI:INTP

Work experience

Human Equation

(self employed)

2021-now

- I have started my company to help other companies create measurable efficiency, customer satisfaction and employee satisfaction using lean mindset and tools.

equensWorldline

Lean navigator

2011 – 2021

- Leading equensWorldline and Worldline to a new ITSM tool (ServiceNow), focused on the process changes needed inside and outside the organization.
- Harmonization of after sales delivery processes. Based on questionnaires and interviews in 6 divisions after the merger between Equens and Worldline in 2016.
- I lead the incident reduction program in operations leading multiple teams to understand our root causes for incidents. This led to significant less incidents (-45%) and higher quality problem solving.

My duties:

- Leading Lean Six Sigma projects.
- Trainer Lean Six Sigma Yellow- and Green Belt.
- Facilitate (strategy) workshops 2-50 people.
- Coaching improvement projects and management.
- Executing lean 'waves': improve customer satisfaction, employee satisfaction and efficiency within a team in a 12 week period.

Personal focus 2017

'From push to pull' instead being a missionary with unsustainable results I will work with people if they really want my services (see also my [master black belt thesis](#)).

Key skills

AREAS OF EXPERTISE

- Lean Six Sigma Master Black Belt ([body of knowledge](#))
- Customer journey
- Value stream management
- Root Cause Analysis Problem solving
- Continuous improvement
- Service design and management
- Process governance
- KPIs
- Frameworks: ITIL, BSL, ASL, CMM, CRM, Prince2, SAFe
- Statistical data analysis (Excel, R, Minitab)
- Financials: ROI, business case, ABC
- Training groups

MANAGERIAL ABILITIES

- Inspire people
- Servant leadership
- Project management
- Product owner
- Scrum master
- Operational management
- Holistic view on people/culture
- Trainer
- Coach ([coaching kata](#))
- Strategy development and implementation
- End to end view on processes.
- (Strategy) workshops

ICT SKILLS

- Operating systems
- SQL, data warehousing and Business intelligence
- Web technology
- Design, development, testing and maintenance (product lifecycle)
- Agile and Devops methods
- Office automation
- Data structures

Equens

Product developer 2009-2011

Working with customers, business development and internal teams to translate market needs to a product. Resulting in value propositions and a proof of concept.

- Trust broker ship to facilitate authentication between 2 parties.
- Mobile payment for telecom subscriptions.

Achmea

Demand manager 2007-2009

- SLA management between Syntrus Achmea and IT

Interpolis

2004-2007

Product owner

- time and labour registration
- call center contact management system.

Not employed

Designed and build my home 2003

Logica

Manager Customer Support 2000-2002

Project lead 1998-2000

Helpdesk 1996

Academic qualifications

Master Black Belt 2016

Black Belt 2013

Achmea Consulting Academy 2008

Business Information Planning 2008

BISL foundation 2007

SPO pension knowledge 2006

Commercial awareness 2000

Workflow management 1999

Working in teams 1998

MCSE 1997

Personal effectiveness 1997

Master in physics, Utrecht University 1996

Contact info

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