

## ○ Protégé Profile - Chris Ward



While I was attending the University of Texas at Austin in 2001, I also began my career at the Blood Center of Central Texas as a Mobile Team Phlebotomist. After less than a year I was promoted to supervisor of a mobile team. In December 2003 I was given the opportunity to serve as acting Mobile Operations Manager for three months while the manager was on maternity leave. Upon her return I was promoted to Assistant Mobile Operations Manager and worked closely with the Mobile Operations Manager to assist with the tremendous growth experienced by the Blood Center of Central Texas. A little over a year later the "Assistant" portion of my job title was removed and I began co-managing with the Mobile Operations Manager. In 2008 I was offered and accepted the position of Logistics Manager.

My primary responsibility as Logistics Manager was to create

a Mobile Staging Department for distributing clinical and canteen supplies to the mobile teams. The focus of this new department was to increase cost savings by streamlining the process of supply distribution while lowering the potential for supply errors. As Logistics Manager, I led a group responsible for evaluating how additional cost savings could be experienced with the implementation of Lean and Six Sigma Principals.

In September 2010 I was promoted to Logistics and Projects Manager. In addition to my current responsibilities I will now be more involved in the research and implementation of new equipment and the creation of their respective SOPs and related training.

I have been a member of SCABB since 2005. I met my mentor Stephanie Babin at the 2006 SCABB Conference in Arlington. Since our initial meeting Stephanie has been an informal mentor by providing guidance and sharing her wealth of knowl-

edge. Last year while Stephanie was the Co-Chair of the Donor Recruitment and Collections Committee, I participated as a protégé in the Mentor/Protégé Program with Stephanie as my mentor. This year I am co-chairing the Donor Recruitment and Collections Committee with Stephanie and I feel very fortunate to have my mentor working with me on this committee.

I have written four PULSE articles during the past two years in the Protégé program. I was also involved with a DRC presentation about the aforementioned Mobile Staging Lean Project at the SCABB Conference in San Antonio. I am looking forward to completing the remaining projects I have planned for the Mentor/Protégé Program. More importantly, I am excited about my future contributions to South Central Association of Blood Banks.



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