

Nikki Armstrong, PMP

Driven by a passion for maximizing potential and performance, my process excellence expertise has been developed over multiple decades.

I started my career in the financial sector and quickly gained an appreciation for repeatable process. Demonstrating a knack for learning complex tasks and translating them into simple, easy-to-understand explanations for others, my role expanded into training and mentoring. I also had a natural tendency for process improvement, reducing operational process time by 70%.

After streamlining my own processes as the “Pharmacy Division Customer Service Coordinator”, I moved to the parent company as an Application Analyst for the Research Division of Pioneer Hy-Bred. In this role I worked with process owners, leadership, and staff. Initially providing software application support to scientist in Plant Breeding, Research, and Biotechnology. The role evolved into taking projects through all phases of the project lifecycle. Completing business and system requirements analysis, designing new processes and system solutions, developing new applications on multiple hardware platforms, modifying and maintained existing applications, and training scientist and staff on new process. The success of these operational projects required clarity, agreement, commitment and accountability between multiple stakeholders, and it became obvious how success was impacted when relational processes were not prioritized.

Around ten years into my career I accepted a position with a leading consulting company and my passion for finding better ways of working was torched. As a Sr. Business Analyst and Project Manager I managed conflicting objectives and expectations expressed within the consulting company and from multiple layers of client leadership, while nurturing team dynamics. We successfully received ISO certification and delivered customer projects. The additional structure increased productivity and quality, however, staff turnover remained high, and customer improvements were rarely sustainable, adaptable, or continuous over the long-term. I found it particularly frustrating and disheartening to see individual and organizational potential stifled by the relational and cultural boundaries posed in most corporate environments. The burning question I wanted to address was, how can a corporate culture be transformed to maximize individual and organizational potential over the long-run?

In 1997 I became an independent consulting contractor when an organization requested my assistance in delivering education and coaching to their domestic and international clients. My relationship with them lasted 20 years and included assisting organizations in adopting formal process for completing needs assessments, comprehensive business analysis, initiating, planning, and delivering projects, leading and coaching teams and more. Over the last 25+ years I’ve worked with hundreds of individuals, in dozens of companies, representing almost every major industry. I have continued to expand and refine my knowledge, skills, and approach receiving PMP certification, PMI Disciplined Agile Lean Scrum Master, MBTI Certification, Coach Mindset Certification, and hundreds of hours in International Coach Federation (ICF) accredited training.

In 2019 I met and began collaborating with Audie Penn. With 30 years of manufacturing experience, decades coaching executives, and well documented proven approach, I adopted his SMPL OPeX model. Today I utilize this coaching-centric consulting approach, working as a fractional operating executive, leadership coach, and Operational Excellence consultant to clients around the world.