



MEET

*Sam Hanna*

Vice President of  
Operational Excellence



# DIRECTED ACTION

LEADERSHIP THROUGH STRATEGIC TRANSFORMATION

## Sam Hanna

Vice President of Operational Excellence

*"Sam Hanna is one of the wisest people I know. His guidance as my mentor for nearly 15 years has been invaluable. Sam knows Six Sigma, Kaizen, Lean, and general process improvement. He's easy to work with while maintaining solid expectations, which has earned him a lot of respect. I would happily work with Sam anytime. If you get the chance to work with Sam, take it."*

*Patrick Lewis, Operations and Technology Business Analyst for Chain8Wright, Inc.*

As the Director of Process Excellence at Directed Action, Inc. Sam Hanna is an expert at business process improvement, Six Sigma, vendor management, Kaizen, risk management, change and operations management. Sam has extensive experience in cross-functional team leadership, call center improvement, banking, forecasting, financial services, strategic planning, operational excellence, customer experience improvement, business process mapping and business analysis. He frequently writes and posts articles to his LinkedIn account on subjects like Kaizen vs. Six Sigma.

Prior to working at Directed Action, Inc. Sam was the National Manager of Workforce Management and Kaizen for Toyota Financial Services and the Vice President of Operations at Bank of America. Sam received his bachelor's degree from California State University, Fullerton and his MBA from the University of Southern California Marshall School of Business. Sam lives in the Los Angeles area with his family.

### CERTIFICATIONS

#### NAISC CODES

541600 Management Consulting  
541200 Accounting Services  
541612 HR Consulting  
541618 Other Consulting  
561400 Support Services

#### CLASSIFICATIONS

TI 20-2699019  
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"Directed Action understands our company, values, and goals. My first call is always to Directed Action for large projects and more complex transformations. They always get results and consistently manage our risks."  
Jonh Kennelly GVP, Toyota

*Founded in 2005, Directed Action, Inc. supports C-level executives on their most critical projects. We partner with our clients to enable, support and achieve strategic transformation. We work best as enablers and guides, supplementing client teams. We provide direction and leadership to navigate challenges in a changing organization.*

Directed Action is a Woman-Owned Company