Scott Siderman, Director, Government & Service Industries


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Scott leads Ceptara's engagements in the government, banking, insurance and other service focused industries.

For more than twenty years, Scott has been helping his clients transform the performance of their processes and organizations. Starting out as a consultant applying Just-in-time/Lean manufacturing philosophies to the banking industry, his career evolved to include quality, process improvement, process redesign/reengineering, performance measurement, and customer-focused organizational design.

Scott's industry experience includes Banking, Insurance, Government, Criminal Justice, Mail-order Retail, Customer Care, Behavioral Health, and Higher Education. Within these industries, he has facilitated successful process improvement/redesign teams in such diverse processes as Claims, Financial Close, Procurement, Customer Service, and Grant and Technical Assistance Oversight. He has also led organizational design teams in Customer Care and Information Technology organizations. In order to assure the organization's success, each of these project included the development and implementation of performance metrics (Key Performance Indicators).

Scott has a Bachelor of Science in Computer Science (Tufts University) and a Master of Science in Industrial Administration (Carnegie-Mellon University). He is a certified Manager of Quality / Organizational Excellence. Prior to relocating to Seattle from Boston, Scott was a leader and frequent speaker for the ASQ Boston Chapter and was recognized as the Boston Chapter's Quality Engineer of the Year in 1993.

Learn more about Scott by reading his blog [1] and visiting his LinkedIn profile [3].

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