

# ThoughtWing

## Professional Profile

## RICHARD L. LUETTGEN

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Mr. Luettgen is Chairman, CEO and co-founder of ThoughtWing, headquartered in our New Jersey office. He is responsible, with his co-founder, for the overall management of ThoughtWing's eBusiness Strategy service offerings, including related Change Management, Organizational Analysis, Software Product Selection and Delivery, Strategic Business and IT Planning, Business Process Engineering/Reengineering and Structured Testing services.

Mr. Luettgen is an experienced business and technology executive with a background in developing and implementing business and technology plans, as well as design, development and implementation of large-scale application software systems and the selection and implementation of standalone application packages and *Enterprise Resource Planning* (ERP) suites. He is also an experienced test designer, change management professional and business process engineer/re-engineer, particularly for manufacturing and distribution environments.

Mr. Luettgen has worked with all levels of executive and operational management in major corporations and has managed the operations of both strategy and implementation oriented consulting businesses. He has consulted to numerous industry sectors including: Consumer Products, Pharmaceuticals, Automotive, Transportation, Financial Services (banking, brokerage, insurance), Health Care, Telecommunications, Entertainment, Publishing and Construction.

### Education

Philosophy  
Occidental College, Los Angeles, CA

During his consulting career, Mr. Luettgen has:

- Participated in and managed numerous enterprise-wide and more focused strategic planning engagements for clients within the financial services, transportation, telecommunications and manufacturing, retail and distribution industries.
- Managed several intensive product development engagements focused on optimizing time-to-market in B2C environments.
- Reengineered numerous industrial processes, including financial management, marketing and sales, and managed substantial organizational realignment engagements.
- Participated in and managed strategic repositioning plans for manufacturing, retail and distribution companies, which resulted in substantial efficiencies.
- Selected and integrated standalone software packages as well as integrated package solutions that spanned the enterprise, including extensive business process reengineering and change management.
- Assisted large companies merging acquired entities in the consolidation of business processes and IT resources employing testing methodologies he developed.
- Conducted and managed numerous small and large-scale operational reviews of business processes, application systems and their supporting technology infrastructures, for companies in a variety of industries, employing methodologies he developed.

### Speaking Engagements

- *Numerous engagements for the Turnaround Management Association, on Y2K and technology issues*
- *Numerous engagements on behalf of software vendors, describing new release implications*

### Publications

- *Manufacturing 1997: The Message for IT, BackOffice Magazine, April, 1997*
- *The Role of Information Technology in Workouts & Turnarounds, The Journal of Corporate Renewal, March, 1999*

Prior to his years as a management consultant, Mr. Luettgen held staff, supervisory, and management positions in major divisions of Fortune 100 companies involved primarily in the manufacturing, retail and distribution industries. For many years he also served a major Big 6 professional services firm as their Director for Manufacturing & Distribution Industries Support in the greater New York Metropolitan region, a strategy, package/ERP selection and integration practice.

### Memberships

TMA