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Justin Ross is a business process consultant with TD Carpenter and Associates who brings 15+ years of experience in reviewing processes and developing systems to match business goals. Goal setting, establishing KPI and coaching change management have been key elements of the services provided. His background includes several years in manufacturing where Six Sigma was essential to keep aircraft flying, allowing for certifications in Lean Sigma when he moved industries and worked in Fortune 500 corporations. For the last decade, Justin has been applying these skills to the clients and partners of TD Carpenter and Associates helping integrate business processes into software for small to medium sized businesses including several Alliance Agencies.