

SUZETTE DITTRICH
Director, Business Process Improvement and Stability
Office of the Chief Financial Officer
U.S. Department of Agriculture

Ms. Dittrich has extensive public and private sector expertise in the business of managing, leading, and transforming organizations. She recently returned to USDA to facilitate cross-USDA efforts to improve organizational performance through management and organization development (OD) consulting practices. Her career focus has been helping leaders and their organizations improve organizational effectiveness through enterprise transformation; visioning; strategy; business process re-engineering; organizational assessment, design, and transition planning; leadership alignment and development; stakeholder engagement; and program management. She has sixteen years of service in the Executive and Legislative branches, and nine years experience as a management and OD consultant. Her federal service includes serving as:

- Associate Administrator for the Risk Management Agency (RMA) in USDA
- Special Assistant to the Under Secretary for Marketing and Regulatory Programs in USDA
- Professional Staff member of U.S. Senate Committee on Agriculture, Nutrition, and Forestry, where she directed the:
 - Subcommittee on Agricultural Credit
 - Subcommittee on Agricultural Research and General Legislation,
- Legislative Aide to U.S. Senators Kent Conrad and Edward Zorinsky

In the private sector, she has worked for Booz Allen Hamilton, SRA International, Inc. (formerly Touchstone Consulting Group), and Suntiva, LLC.

As a leader, Ms. Dittrich has successfully managed ongoing large-scale operations while reducing costs, improving programs, and leading agencies to improve efficiency and effectiveness. For example, during her tenure at RMA, she oversaw 540 employees with an administrative budget of \$64 million and:

- Co-led the agency's growth, doubling sales to over 1.3 million insurance policies, representing \$25 billion in liability and \$1.5 billion in premiums
- Improved and increased the types of insurance available, reduced loss ratios and vulnerabilities, and strengthened compliance
- Oversaw preparations for negotiations with private insurance companies which sold and serviced RMA policies, which resulted in reducing government costs and vulnerabilities by 17% on a \$600 million sales agreement
- Achieved a 30% reduction in costs and better service on a \$5.7 million shared administrative services agreement with another agency

As a consultant, she has worked with a wide range of civilian, intelligence, defense and legislative branch organizations to help them improve performance and transform. In the private sector, she particularly focused on Information Technology (IT) system modernization and business transformation. Her subject matter expertise includes management (e.g. strategy; budgeting; operations; program, project; performance, IT, and human resource management); IT acquisition, modernization and integration; enterprise/business transformation; financial management modernization; agriculture; financial services (e.g. loan making and servicing, insurance); tax administration; customer service; supply chain management; compliance; and legislation, authorization, appropriations, and oversight.

Ms. Dittrich grew up on a farm in Nebraska, where her family still farms. She received a BA from the University of Nebraska – Lincoln with a major in psychology, and earned a Certificate in Organization Development from Georgetown University.