

Welcome to Macklin Consulting

Macklin Consulting associates design innovative, cost-effective desktop systems that identify root causes and provide the mechanisms to take corrective actions.

We excel at helping companies with limited IT funds gain immediate results that meet their needs for information-gathering and process improvements.

Macklin Consulting associates deliver simple yet elegant solutions that achieve quick turnaround results to your bottom line.

Our programs help clients track process results against their established goals and generally produce returns on investment of at least 2:1.



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Macklin Consulting | 610 W. Surf Street, Suite 2A | Chicago, IL 60657-5343
312.961.9498 | Ron@MacklinConsulting.com

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Services

At Macklin Consulting, we are geared to:

- Designing low-cost, sustainable solutions,
- Focusing on a specific user's needs, and
- Gathering critical information that helps senior leadership make informed decisions.

Our desktop programs are not operational panaceas but rather **incisive tools designed for the person responsible for reducing the identified waste in a specific process**. In fact, our programs usually generate ancillary benefits for the entire organization.

These are gains that come from a **more efficient process**, one that does not cause problems to reverberate to other departments.

Our experience has demonstrated that the **systemic solution** for one problem can then be modified for the next problem in your organization.

We do not promise one magic pill. We do promise a **comprehensive tool to reduce waste in a specific area**, one process at a time.

Being onsite, we have timely access to your staff and are able to ask for their input face to face. Your employees can give us critical input on their needs, which allows us to custom-design a desktop system that will not require a huge capital outlay on software or legacy programs.



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Clients

Macklin Consulting associates take great pride in having helped some of the finest manufacturers in the **home appliances and heating and cooling industries**.

These clients are **heavy consumers of steel, aluminum and copper metals**. Macklin Consulting solutions helped these clients take aggressive countermeasures against the rising costs of the metals commodity markets.

Our systems have allowed customers to reduce their metal scrap experience and increase their material yields.

We have also helped clients reduce their Days Sales Outstanding (DSO) by implementing systemic tools for **accounts receivable associates** to be more effective at their collections.

A major **hospitality-industry multinational** benefited from our low cost system implementations at two of their **call centers**. One **helped** their **customer service representatives** be more effective at converting calls into sales while another tied their call performance to their weekly evaluations.

These systems, combined with process efficiencies, **have led to substantial first-year annualized savings that more than paid for the cost of our engagements.**



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About Us

Our principal entered the management consulting industry in 1990. Over thirty clients later, Macklin Consulting was formed.

Representing various boutique consultancies provided Ronald L. Macklin, Jr. many opportunities to see what works and what doesn't.

Our clients have benefited from our straightforward solutions, which are **delivered in much shorter timeframes** than they first imagined.

Furthermore, our programs are **delivered with ample training and documentation**.

We follow up with our customers after the implementation to track the projected savings and to **service the relationship**.

Macklin Consulting has an **excellent track record on referral and repeat business**.



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Principal

Ronald L. Macklin, Jr. is the principal of Macklin Consulting. He is a management consultant, real estate investor and philanthropist.

He is a citizen of the United States and holds passports from the U.S., Brazil (his birthplace) and the European Union.

Ron received his Bachelor of Business Administration degree from the University of Miami in Coral Gables, Florida in Business Management and has extensive operational and consulting experience in the United States and the Americas, particularly in the areas of utilities, insurance, call centers, and manufacturing.

Prior to management consulting, Ron gained considerable experience in managing and operations for Toronto-based Manulife Financial Corporation, a global financial services company traded on the New York Stock Exchange, which now operates as John Hancock Insurance and Financial Services in the United States.

He entered the consulting industry in 1990. Ron is fluent in Spanish and Portuguese.

In addition to his for-profit endeavors, Ron is committed to making a difference in the world, which included a long-term volunteer commitment working with the economically disadvantaged indigenous people of Guatemala, where he created an employment agency to help people obtain jobs at fair wages.

Ron also established a charitable foundation that honors his parents.



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Social Responsibility & Philanthropy

My life's journey has taken me to foreign and domestic lands where not everyone has the same opportunities I have. One of my pivotal moments came in 1991, in the deepest part of Mexico's Copper Canyon. There, I met one of the indigenous Tarahumara and started to exchange some ideas with him. At one point, he looked over to a man in the distance and whispered to me, "That man, he is rich." I turned and looked at the man he was pointing to. At first glance, the man didn't appear to be rich. I thought, he isn't wearing expensive clothes or carrying anything of value on him. In fact, his clothes are just as tattered and dusty as the other inhabitants of the canyon. So I turned back to my new friend and asked him politely, "What makes that man a rich man?" The response was so simple that it shocked me into a completely new reality and definition for my own life. He responded, "That man has a horse." It was obvious that I had a lot to learn about value and meaning and gratitude.

Another of those pivotal life moments came to me as I was walking in one of the villages on the outskirts of Antigua, Guatemala. I saw a man whom I knew to be a good husband and father of three small girls. I had seen him earlier in the day about four miles from his home. He was with his entire family when I saw him then. Now, hours later, he was walking home alone. I asked him, "Where is the rest of your family?" He responded, "I put my wife and the children on the bus but I wanted to save some money, so I am walking home." The cost of the bus fare was the equivalent of 16 cents (U.S.). Again, my perspective on life, on my income, on my spending habits, all received a not-so-subtle realignment.



The Ronald and Helena Macklin Family Fund was created with the aim of making significant contributions to villages of underdeveloped countries. The fund is nondenominational and is not tied to any political philosophies or governments. Administered by the Princeton Area Community Foundation, the Macklin Family Fund is supported by people who share the sentiment of giving to those less fortunate. The fund is a vehicle for daily demonstrations of gratitude and thanksgiving.

The fund currently provides financial assistance to United States-based 501(c)(3) public benefit (nonprofit) organizations serving the economically disadvantaged in Guatemala and Honduras. It is currently also funding university education scholarships for deserving students in New Jersey.

I am scheduled to speak at the Conference on Honduras 2006 later this year. View my presentation on implementing a job placement program that prepares the economically disadvantaged to obtain stable incomes. The program was successfully implemented in Antigua, Guatemala. My talk will describe the roadmap to be followed by a local NGO or group of motivated and committed individuals who want to bring a similar job-creation program to the equally deserving people of Copán, Honduras.

Contact Us

For more information on our consultancy and services, please contact us by phone, e-mail or the form below. Our principal will contact you to arrange a personal consultation.

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