



Stephen T. (Steve) Hopper, PE

Contact Information

Inviscid Consulting, LLC
6175 Hickory Flat Highway
Suite 110-283
Canton, GA 30115

Email: steve.hopper@inviscidconsulting.com
Phone: +1 678.576.5303

Summary

Stephen (Steve) T. Hopper, PE, is Founder and Principal of Inviscid Consulting. Over more than three decades, Steve has helped hundreds of clients plan and streamline their warehousing, logistics, manufacturing, and distribution operations by driving down operating costs, boosting capacity, improving service levels, mitigating risk, implementing effective supply chain solutions, emphasizing safety, and enhancing the performance of their supply chain resources: people, processes, inventory, facilities, equipment, material handling systems, transportation assets, and supply chain information technology (IT). He has worked with clients ranging from small businesses to Fortune 100 corporations.

Steve earned a Bachelor of Industrial Engineering (BIE) degree from The Georgia Institute of Technology (Georgia Tech) and is a board-certified, licensed, registered Professional Engineer (PE). He is past president of both the Atlanta chapter of the Institute of Industrial & Systems Engineers (IISE) and the Atlanta chapter of the Warehousing Education & Research Council (WERC). Steve has served as an expert witness for litigation support on more than two dozen cases involving supply chain operations in the US, Canada, and Australia. He has advised private-equity and venture-capital firms on their investments in supply chain-related businesses. He has also been interviewed by the supply chain industry media, authored articles for industry publications, and spoken at industry events.

Education

- **The Georgia Institute of Technology (Georgia Tech)** Atlanta, Georgia
Bachelor of Industrial Engineering (BIE), 1986
Concentration in warehousing and distribution science

Work Experience

- **Inviscid Consulting** Marietta, Georgia
Founder and Principal, 2004 to present
- **Tompkins Ventures** Raleigh, North Carolina
Partner and Consultant, 2020 to present
- **Enquire (formerly GlobalWonks)** Washington, District of Columbia
Warehousing, Logistics & Distribution Operations Expert, 2020 to present
- **Catalant Technologies (formerly HourlyNerd)** Boston, Massachusetts
Warehousing, Logistics & Distribution Operations Expert, 2016 to present
- **Gerson Lehrman Group (GLG)** New York, New York
Warehousing, Logistics & Distribution Operations Expert, 2014 to present
- **Maven** London, United Kingdom
Warehousing, Logistics & Distribution Operations Expert, 2014 to present
- **StoneCross Group** Marietta, Georgia
Co-Founder and Principal, 2012 to 2014
- **Accenture (formerly Kurt Salmon Associates)** Atlanta, Georgia
Senior Manager, 2007 to 2009

- **Blue Yonder (formerly RedPrairie)** Scottsdale, Arizona
Account Executive, Retail Industry, 2002 to 2004
- **Oracle (Oracle Retail division, formerly Retek)** Redwood City, California
Director of Logistics Business Development, North America, 1997 to 2002
- **DMW&H (formerly W&H Systems)** Carlstadt, New Jersey
Systems Manager, 1992 to 1997
- **Deloitte (logistics consulting division, formerly The Garr Consulting Group)** New York, New York
Senior Consultant, 1991 to 1992
Consultant, 1987 to 1991
- **Clark Automated Systems** Battle Creek, Michigan
Sales Engineer, 1986 to 1988

Industry Honorary and Volunteer Roles

- **The Georgia Institute of Technology (Georgia Tech)**
Capstone Design Competition Judge, 2012 to present
- **The Material Handling Institute**
College Industry Council for Material Handling Education (CICHME)
Capstone Design Competition Judge, 2022 to present
- **The Georgia Center of Innovation**
Georgia Logistics Summit
Executive Committee Member, 2017 to 2019
- **Feed the Hunger**
Packathon Coordinator, 2010 and 2011

Certifications

- **State of Georgia**
Board-certified, licensed, registered Professional Engineer (PE)
License number PE019659
- **Association for Supply Chain Management (ASCM, formerly APICS)**
Certified Instructor

Associations

- **Council of Supply Chain Management Professionals (CSCMP)**
Member
- **Institute of Industrial and Systems Engineers (IISE)**
Past President, Atlanta Chapter
- **Materials Handling and Management Society (MHMS)**
Past President, Atlanta Chapter
- **Warehousing Education and Research Council (WERC)**
Past President, Atlanta Chapter

Areas of Specialty

- Strategic planning, design, and optimization of logistics networks
- Strategic planning, estimation, evaluation, selection, and implementation of equipment, automation, and information systems that support safe and effective management and control of materials throughout the supply chain, including handling, packaging, identification, storage, and transportation
- Conception, modeling, analysis, reengineering, design, and activity-based costing (ABC) of warehousing, logistics, manufacturing, and distribution operations and business processes
- Site selection and systematic layout of supply chain facilities
- Economic evaluation and justification of potential solutions and development of business cases
- Improvement of labor productivity, storage and production capacity, and service levels

- Promotion of supply chain industry best practices related to operational safety and material control
- Reduction of operating costs and operational risk
- Evaluation and selection of third-party logistics (3PL) providers

Supply Chain Solutions Expertise

- Warehouse management systems (WMS)
- Warehouse control systems (WCS)
- Warehouse execution systems (WES)
- Slotting and order picking systems
- Transportation management systems (TMS)
- Labor management systems (LMS)
- Order management systems (OMS)
- Voice and automatic identification systems
- Equipment, automation, robotics, and software used for handling, packaging, storing, and transporting materials
- Logistics network design software tools

Published Materials and Related Content

- "Asking Why and Eight Other Ways to Introduce Lean Thinking into Your DC" – *Distribution Center Management* (Volume 49 No. 3, March 2014)
- "Avoiding Risky Business in DC Operations" – *PARCEL Industry* (Volume 25 Issue 6, September-October 2018)
- "Christmas Toy Fulfillment Isn't Kid Stuff" – *Material Handling Management* (Volume 55 No. 4, April 2000)
- "Controls Are Everybody's Business" – *Material Handling Engineering* (Volume 54 No. 5, May 1999)
- "Could the Pandemic's Effect on Your Warehouse Have a Silver Lining?" – *PARCEL Industry* (Volume 27 Issue 6, November-December 2020)
- "Finding Qualified Workers for Supply Chain Operations" – *SupplyChainBrain* (June 17, 2013)
- "Is It Time to Move to a New Warehouse?" – *PARCEL Industry* (Volume 28 Issue 4, July-August 2021)
- "Labor Management – A Hard Look at Labor Costs" – *Modern Materials Handling* (Volume 64 No. 3, March 2009)
- "Labor Pains: The Labor Shortage and How to Survive It" – *PARCEL Industry* (Volume 29 Issue 1, January-February 2022)
- *Material Handling & Logistics US Roadmap 2.0* – Commissioned and published by the Material Handling Institute (MHI) (April 2017)
- "Millennials and Gen Z – The Key to Future-Proofing Your Workforce" – *MHI Solutions* (Volume 6 No. 2, Q2 2018)
- "Selecting the Right WMS for Today—And Tomorrow" – *Logistics, Transportation & Distribution* (Winter 1997)
- "Strategies for Improving Labor Productivity in Your Warehouse or Distribution Center" – *Logistics Online* (November 10, 2008)
- "Streamline Existing Warehousing and Distribution Operations" – *WERCSheet*, published by the Warehousing Education & Research Council (WERC) (May-June 2017)
- "To 3PL or Not to 3PL" – *PARCEL Industry* (Volume 27 Issue 1, January-February 2021)
- "What Do You Really Need from a 3PL Partner?" – *PARCEL Industry* (Volume 27 Issue 2, March-April 2021)
- "What Is WMS? Ultimate Guide and Top Solutions" – *SelectHub* (November 2022)
- "Where's the Best Location for Your New Warehouse?" – *PARCEL Industry* (Volume 28 Issue 5, September-October 2021)

Speaking Engagements and Interviews

- The Association for Supply Chain Management (APICS)
- Auburn University
- The Council of Supply Chain Management Professionals (CSCMP)
- *DC Velocity*
- *Distribution Center Management*
- *Dustin Mattison's Supply Chain Podcast*
- The Georgia Institute of Technology (Georgia Tech)
- The Institute of Industrial and Systems Engineers (IISE)
- *Material Handling Engineering*
- *Material Handling Management*
- Material Handling & Management Society (MHMS)
- The Material Handling Institute (MHI)
- *Modern Materials Handling*
- MODEX
- *PARCEL Industry*
- Parcel Forum
- The Project Management Institute (PMI)
- ProMat
- SelectHub
- *Supply Chain Digest*
- *Supply Chain Now*
- *SupplyChainBrain*
- *Unboxing Fulfillment*
- The United States Naval Postgraduate School
- The Warehousing Education & Research Council (WERC)

Litigation Support

- Served (or is serving) as an expert for litigation support on more than two dozen litigation matters (including current cases) involving warehousing, logistics, and distribution operations in the United States, Canada, and Australia
- Testified as an expert on seven cases:
 - Adamo Haro and Rochelle Ortega, on Behalf of Themselves and All Others Similarly Situated, v. Walmart Inc. (United States District Court, Eastern District of California, Fresno Division, Case No. 1:21-CV-00147 DAD-SKO)
 - Behrendt, et al. v. AutoAlliance International, Inc. (Michigan State Court, County of Wayne, Case No. 13-008093-NO)
 - HDI Gerling Industrie Versicherung AG, XL Specialty Insurance Company, et al. v. Continental Terminals, Inc., and RTC Properties, Inc. (United States District Court, District of New Jersey, Case No. 2:14-CV-02571-CCC-MF)
 - Karr, et al. v. Amrep Inc. and Zep Inc. (State Court of Georgia, County of Cobb, Case No. 18-A-2713)
 - Le Tote, Inc. v. Urban Outfitters, Inc. (United States District Court for the Eastern District of Pennsylvania, Civil Action No. 2:20-CV-03009)
 - Nutranext, LLC v. TAGG Logistics, LLC (American Arbitration Association, Case No. 01-20-0015-9952)
 - Tyler Riggle v. Besl Transfer Company, et al. (Circuit Court of the Sixth Judicial Circuit, Champaign County, Illinois, Case No. 2019-L-122)

Industry Experience

- 3PL / Outsourced distribution and fulfillment
- Apparel / Footwear
- Building materials
- Consumer goods

- Direct-to-consumer / Ecommerce / Catalog
- Food / Beverage / Grocery
- Furniture
- High-tech / Electronics
- Industrial / Automotive / Aerospace
- Mining / Drilling
- Pharmaceutical / Health and life sciences
- Rentals
- Retail
- Reverse logistics / Returns
- Wholesale / General distribution

Partial List of Clients Served

Abercrombie & Fitch	Flex / Flextronics / NCR / Solectron	Oxford Industries
AccessDX Lab	Footprint	Paradies Lagardère
Acuity Brands / Lithonia Lighting	Fulfillment.com	Peltz Shoes
Addison-Wesley	Fulfillment Strategies International (FSI)	Pfizer
ADP	Functional Formularies	Pharmacia
Adrian Tool Corporation	Gander Mountain	PharmaLink
Advance Auto Parts / Trak Auto	Gap / Gap Direct	Philips Industries
Amazon	The Georgia Institute of Technology (Georgia Tech)	Procter & Gamble
AmeriSource Bergen	Giant Eagle Foods	Project Verte
Amoco Fabrics and Fibers	Gildan Activewear	Promotion Fulfillment Center
APL Logistics	Greater Austin Merchants Cooperative Association (GAMA)	El Puerto de Liverpool
Aramark	Gymboree	The Propane Energy Research Council (PERC)
ARD Distributors	Hartz	Rheem/Ruud
Ariens Company	High Country Outfitters	Rite Aid / Eckerd / Fay's Drugs / Genovese Drugs
Armellini Industries	The Home Depot	RoadEx America
ASP Global	Hot Topic	Ross Stores
Associated Wholesale Grocers	Huddle House	Ryder Integrated Logistics
AstraZeneca	Hudson News / WHSmith	S. Rothschild
The Athlete's Foot	Husqvarna	Saje Natural Wellness
Auburn University	The IceBox Cool Stuff	Sandersville Railroad Company
The Avenue / United Retail Group	Indiana Sugars	Schlumberger / Smith International / Wilson Energy & Industrial
Bata Shoes	Interface	Schwan's Company
The Besl Transfer Company	Intersil / Harris Semiconductor	Sears / Kmart
Best Buy	Intuitive Surgical	Sears Canada / Eaton's
Big Lots	J.E. Morgan Knitting Mills	Sheetz
Bissell	JCPenney	ShipMonk / Ruby Has Fulfillment
Bluestem	JGB Enterprises	Shurtape Technologies
Booster Enterprises	John V. Schultz Furniture	Smart & Final
Capacity	Jones Lang LaSalle (JLL)	Southeastern Paper Group / Fulton Paper Company
Carnival Cruise Lines	Kaplan Early Learning Company	Southwire
Carquest	Kellogg's	Sprout's / Henry's Farmer's Market
Cato Stores	Keter	Stage Stores / Peebles / Goody's Family Clothing
Charter Communications / Time Warner	Kohl's	Standard Motor Products
Coats & Clark	Lafayette 148 NY	Starbucks Coffee Company
Concord Fabrics	Lenscrafters	T-Mobile
Continental Terminals	The Limited	TableCraft Products
CJ Logistics America / DSC Logistics	Longaberger	Teck Resources
C.R. Bard	Lockheed Martin	Tiger Direct / Circuit City
Crate & Barrel	L'Oréal	The TJX Cos. / Marshalls / TJMaxx / Homegoods
Dell Computer	Luxottica	Trane
Delta Air Lines	MC Sports	Travelers Insurance
Dematic	Macy's	The United States Army
Dick's Sporting Goods / Sports Authority / Galyan's / Gart Sports	Mallory Alexander International Logistics	The United States Naval Postgraduate School
The Disney Store	The Massachusetts Institute of Technology (MIT)	Urban Outfitters
Disneyland	The Material Handling Institute (MHI)	Vaassen Flexible Packaging
Distribution Management Group (DMG)	Me Salvé	Valley Forge Flag Company
Do It Best Corporation	The Men's Wearhouse / Jos. A. Bank	The Venetian Las Vegas Casino Resort
Doane Pet Care	Merck	W.W. Grainger
Dollar General	Michael's	Walmart / Walmart.com
Dollarama / BiWay / Dylex	Micromeritics Instrument Corporation	Williamson-Dickie
DS Services	Nature's Bounty / Leiner Health Products	Wilson's Leather
DSV / UTi Worldwide	NIKE	Windstream / Alltel
DSW Shoe Warehouse / Shonac	Nordstrom	WYNIT Distribution / Speed Commerce / Navarre
Earth Shoes	The North West Company	XPO Logistics / 3PD
eBay	Novartis	Zebra
ELM Global Logistics	Nutraxet	Zoom Technologies / Hayes Microcomputer
Embraco North America	NuVue Foods	Zumiez
The Estée Lauder Companies	OceanX	
Evergreen Enterprises / SC Sports	O'Neal	
Exide	Organically Grown Company	
Express	Owens-Illinois	
Five Rivers Distribution		