



## Stephen T. (Steve) Hopper, PE

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### **Contact Information**

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### **Summary**

Stephen (Steve) T. Hopper, PE, is Founder and Principal of Inviscid Consulting. Over nearly four decades serving the supply chain industry, Steve has helped hundreds of clients plan and streamline their warehousing, fulfillment, distribution, and logistics 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). Steve has advised hundreds of clients ranging from small businesses to Fortune 100 corporations. He has also served as an expert witness on dozens of cases involving supply chain operations in the US, Canada, and Australia and has advised private equity and venture capital investors.

Steve earned a Bachelor of Industrial Engineering (BIE) degree from The Georgia Institute of Technology (Georgia Tech) and is licensed and registered as a Professional Engineer (PE). Currently, Steve serves on the Advisory Council for the Warehousing Education and Research Council (WERC) and is a member of the Canvass Committee with the Material Handling Institute (MHI), which establishes industry standards for the American National Standards Institute (ANSI). Steve has also been interviewed by the media, authored articles for publications, and spoken at industry events.

### **Work Experience**

- **Inviscid Consulting** Canton, 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, Fulfillment, Distribution, & Logistics Operations Expert, 2020 to present
- **Catalant Technologies (formerly HourlyNerd)** Boston, Massachusetts  
Warehousing, Fulfillment, Distribution, & Logistics Operations Expert, 2016 to present
- **Gerson Lehrman Group (GLG)** New York, New York  
Warehousing, Fulfillment, Distribution, & Logistics Operations Expert, 2014 to present
- **Maven** London, United Kingdom  
Warehousing, Fulfillment, Distribution, & Logistics 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

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- **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

## *Education and Licenses*

- **The Georgia Institute of Technology (Georgia Tech)**  
Bachelor of Industrial Engineering (BIE), 1986  
Concentration in warehousing, fulfillment, distribution, and logistics science
- **State of Georgia**  
Registered Professional Engineer (PE)  
License number PE019659

## *Associations and Certifications*

- **Association for Supply Chain Management (ASCM, formerly APICS)**  
Certified Instructor
- **Council of Supply Chain Management Professionals (CSCMP)**  
Member
- **Institute of Industrial and Systems Engineers (IISE)**  
Senior Member; Past President, Atlanta Chapter
- **Materials Handling and Management Society (MHMS)**  
Past President, Atlanta Chapter
- **Warehousing Education and Research Council (WERC)**  
Advisory Council Member at Large; Past President, Atlanta Chapter

## *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

## ***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, fulfillment, distribution, and logistics 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

## ***Industry Experience***

- 3PL / Outsourced warehousing, fulfillment, distribution, and logistics
- 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

## ***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

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***Published Materials and Related Content***

- "10 Surefire Ways You Can Boost Warehouse Productivity in Just One Day" – *PARCEL Industry* (Volume 31 Issue 4, July-August 2024)
- "Addressing Warehousing Labor Challenges" – *The New Warehouse Podcast* (May 2024)
- "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)
- "Do You Really Need Those Toys? Maximize Productivity Before Embracing Automation" – *PARCEL Industry* (Volume 31 Issue 1, January-February 2024)
- "Finding Qualified Workers for Supply Chain Operations" – *SupplyChainBrain* (June 17, 2013)
- "How to Improve Warehousing and Distribution Operations" – *Unboxing Fulfillment* (September 2022)
- "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)
- "Why Automation is Not the Goal" – *OroCommerce B2B Commerce Uncut Podcast* (August 2024)

***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*
- *The New Warehouse*
- *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, fulfillment, distribution, and logistics operations in the United States, Canada, and Australia
- Testified as an expert on the following 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)
  - Charles v. Marazul Enterprise et al. (11<sup>th</sup> Judicial Circuit Court, Miami-Dade County, Florida, Case No. 2020-011693-CA-01)
  - Delta Faucet Company v. Bunzl Retail Services, LLC (American Arbitration Association, Case No. 01-23-0003-7270)
  - 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)
  - James Davis v. Autry Greer & Sons, et al. (Circuit Court of Mobile County, Alabama, Case No. CV-2023-900731)
  - 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)