

**Robert Mueller**

*Senior Reliability Consultant, Course Instructor, Ops A La Carte*

Bob is a product development professional with 30+ years of technical and management experience in software intensive product development as well as in R/D process and quality systems development including extensive consulting experience with cross-functional product development teams and senior management. After receiving his M.S. in Physics in 1973, Bob joined Hewlett-Packard in Cupertino, CA in IC process development. In the next three decades before leaving HP, he held numerous positions in R/D, R/D management and technical consulting including management positions in the computer analytical, healthcare business units and in HP's internal engineering consulting organization. For the past half decade Bob has focused on practices that drive warranty costs and customer satisfaction.