



## 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](mailto:steve.hopper@inviscidconsulting.com)

Phone: +1 [678.576.5303](tel: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, 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). He has served 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, fulfillment, distribution, and logistics science

### **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
- **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, 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

***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, fulfillment, distribution, and logistics 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 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

## ***Partial List of Clients Served***

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