



Stephen T. (Steve) Hopper, P.E.

Contact Information

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Summary

Stephen (Steve) T. Hopper, P.E., is Founder and Principal of Inviscid Consulting. Over nearly four decades serving the supply chain industry, Steve has helped his 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 and storage systems, automation, transportation assets, and supply chain information technology (IT). Steve has advised 200+ 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 (P.E.). 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 (P.E.)
License number PE019659

Associations and Certifications

- **American Society of Safety Professionals (ASSP)**
Member
- **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 tools
- Other supply chain solutions, automation, equipment, and related tools

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)
- "Litigation Lessons: What Goes Wrong Between 3PLs and Their Customers" – *PARCEL Industry* (Volume 32 Issue 3, May-June 2025)
- *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)
- "Warehousing Vital Signs: 6 Inbound and Outbound Metrics You Can't Afford to Ignore" – *PARCEL Industry* (Volume 32 Issue 5, September-October 2025)
- "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 Conveyor*
- The Columbus Region Logistics Council (CRLC)
- The Council of Supply Chain Management Professionals (CSCMP)
- *DC Velocity*
- *Distribution Center Management*
- *Dustin Mattison's Supply Chain Podcast*
- *Engaging Experts*
- Experts.com
- 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
- *Rack & Roll*
- SelectHub
- The Supply Chain & Logistics Organization (SCLO)
- *Supply Chain Digest*
- *Supply Chain Now*
- *SupplyChainBrain*
- *The New Warehouse*
- *Unboxing Fulfillment*
- The United States Naval Postgraduate School
- The University of Louisville
- The Warehousing Education & Research Council (WERC)
- WordRake

Litigation Support

- Served as an expert for litigation support on more than 60 litigation matters (including current engagements) 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. (11th 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)
 - Eric Hsing Shou Huang et al. v. Jan Fruits, Inc. et al. (Superior Court of the State of California, County of Los Angeles, Norwalk Courthouse, Case No. VC067069)

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- 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)
 - Michael C. Gray v. SupplyOne Tampa Bay, Inc., et al. (United States District Court for the Eastern District of Tennessee, Civil Action No. 2:23-CV-00016-DCLC-CRW)
 - Nutranext, LLC v. TAGG Logistics, LLC (American Arbitration Association, Case No. 01-20-0015-9952)
 - The Recon Group LLP v. Lowe's Home Centers, LLC (United States District Court for the Western District of North Carolina, Civil Action No. 5:23-CV-00163-KDB-DCK)
 - Tyler Riggle v. Besl Transfer Company, et al. (Circuit Court of the Sixth Judicial Circuit, Champaign County, Illinois, Case No. 2019-L-122)