

Résumé for Laura Gregg

Qualifications

- Certified Quality Manager since 2000
- LEAN Six Sigma Green Belt, Six Sigma Black Belt
- Washington State Quality Award, Baldrige Examiner in 2005 and 2006
- Twenty years driving performance continuous improvement for business units, work groups, processes, and workers in technology organizations
- Fifteen years developing instructional materials for performance quality continuous improvement training, including content, exercises, competency assessments, certification programs, and mentor training
- Eight years developing case study materials for statistical analysis tools training
- Five years developing quality assurance surveys, including writing, editing, and data analysis

Professional Experience

2006–2007 AmeriCorps*VISTA Salem, OR

Volunteer, Microenterprise Resources, Initiatives & Training

Developed systems for program marketing and client tracking; redesigned marketing materials; implemented a monthly permission-based email newsletter; updated and expanded website functionality; taught business startup basics classes to potential entrepreneurs.

1986–present Wizard Textware Redmond, WA

Owner

For 20+ clients in the greater Seattle area, provide consulting services for continuous improvement in organizational effectiveness. From 1998 to 2006, as a full-time employee at AT&T Wireless completed a contract to develop worker certification programs.

1981 - 1986 Westwind Travel, Inc. Los Angeles, CA

Owner

Directed sales and marketing, managed finances, developed and implemented employee performance management systems for 18 employees, improved customer service and maintained revenues in a newly deregulated, highly competitive market.

1974 - 1981 Air Products & Chemicals, Inc. Mountain View, CA

Sales Engineer

Executed and managed long-term contract sales of process gases and chemicals to the semiconductor, food, and petroleum refining industries; improved technical proposal systems; developed and implemented safety training for customers and city firefighters.

**Professional Experience
(cont'd)**

1971 to 1974 University of Washington Seattle, WA

Grant Administrator

Developed and supervised technical publications and communications systems for a nine-state interdisciplinary research program involving the Colleges of Forestry, Fisheries, Zoology, and Computer Sciences; planned and executed conferences and assisted with program development.

1967 to 1971 University of Washington Seattle, WA

Research Assistant

Performed baseline bacterial assays for recombinant DNA lab in the Department of Biochemistry; calibrated and maintained instrumentation.

Education

2005 Villanova University Online

- *Six Sigma Black Belt*

2004 The George Group Dallas, TX

- *LEAN Six Sigma Green Belt*

2003 American Society for Quality Phoenix, AZ

- *Using Quality Costs for Improved Quality and Profits*

2002 American Society for Quality New Orleans, LA

- *Behavior-Based Improvement*
- *Aligning Strategic Initiatives with Customer Priorities*

2001 International Society for Performance Improvement San Francisco, CA

- *Human Performance Technology – Principles and Practices*

1998 American Society for Quality Milwaukee, WI

- *Workshop on ANSI/ASQC Z1.11 (ISO 9000 for Education)*

1997 Ohio State University Columbus, OH

- *Completed DACUM Facilitation Training*

1979 Pepperdine University Malibu, CA

- *Master of Business Administration, Performance Appraisal*

1969 University of Washington Seattle, WA

- *Bachelor of Arts, Theater Arts (also obtained Secondary Provisional Teaching Certificate in 1970)*

Professional Activities and Associations

- International Society for Performance Improvement Member, 2000-2006
- American Society for Quality, Senior Member, 1994-present
- American Society for Training and Development, Member, 1992-1997
- Society for Technical Communications, Member, 1985-1991

Publications

"From Overhead to Over-The-Top," Presented at *ASQ Quality Management Conference*, March 13, 2003 in Phoenix, AZ.

"What is My Leadership Style?," *The 1998 Training and Performance Sourcebook*. Mel Silberman [ed.] New York: McGraw-Hill.

"Following the Rules: A Measurement Exercise," *The 1997 Team and Organization Development Sourcebook*. Mel Silberman [ed.] New York: McGraw-Hill.

"Scenes from an Organization: An Exercise for New Team Managers," *The 1997 Team and Organization Development Sourcebook*. Mel Silberman [ed.] New York: McGraw-Hill.

"Building Quality Into On-The-Job Performance," *Proceedings of the 51st American Quality Congress*. 1997. Milwaukee: American Society for Quality.

"Beyond Customer Satisfaction," (Interactive session on the dimensions of customer loyalty with Blanton Godfrey et al.) *Proceedings of the 49th American Quality Congress*. 1995. Milwaukee: American Society for Quality.

"The Impact of a MBO-Related Performance Appraisal System on an Industrial Sales Organization," Master's Thesis. 1979. Pepperdine University, Malibu, CA.

Client list (partial)

- *Mosaix* (formerly Digital Systems International), Redmond, WA – Customer and equipment installer curriculum
- *AT&T Aviation Communications Division (aka Claircom)*, Seattle, WA – System operations center technician instructional materials
- *Global Mobility Systems*, Bellevue, WA – Product and process development team facilitation
- *Nelson Information*, Port Chester, NY – Product development team facilitation
- *City of Tacoma*, WA – TQM tools and principles instructional materials; process management
- *Ralston Purina Company*, St. Louis, MO – Continuous improvement tools and principles instructional materials; Malcolm Baldrige National Quality Award self-assessment methods; process management
- *Weyerhaeuser Company*, Federal Way, WA – Quality improvement tools and principles instructional materials
- *WASSER, Inc.*, Seattle, WA – ISO documentation system development
- *Microsoft*, Redmond, WA – Team management software user support document
- *Flow International*, Kent, WA – Technical marketing materials

Volunteer Experience

1987-present Church of the Holy Cross (Episcopal) Redmond, WA
Train lay worship leaders for licensing by the Bishop; lead worship teams for off-campus monthly services at a local Retirement/ Assisted Living Community; teach adult baptism and confirmation classes; lead work teams that maintain and furnish an apartment in transitional housing (YWCA Family Village); also served two years as Senior Warden and three years as newsletter writer/ editor/ publisher

1994-present American Society for Quality Milwaukee, WI
As Education Division officer produced 12-page quarterly newsletter (writing, editing, layout, pre-press); organized presentations; facilitated design, development, and documentation of Division processes and procedures: For 2005 World Conference on Quality Improvement trained and managed over 100 volunteers serving as room monitors, greeters, and VIP escorts

2001-present Cursillo Movement in the Diocese of Olympia Seattle, WA
Provide administrative support for retreat weekends (application processing, invitations, registration); maintain 3800-record Access database; produce mailing labels, lists, and reports; facilitation and organizational development consulting to the governing body; survey development and analysis

2004 and 2005 Washington State Quality Award Keyport, WA
Served as Baldrige Examiner for state award applicants in the small business category, participating on team that evaluated and scored applications, developed a consensus report, and completed site visits; in 2004 served as feedback report writer/ editor for a for-profit small business; in 2005 served as backup leader for a team of eight Examiners evaluation a not-for-profit city department

2005-present Willamette Valley Autoharp Gathering Corvallis, OR
Serving as Registrar for 2006 three-day Gathering, managing incoming registrations, bank deposits, supplier payments; prepared brochure and registration form (writing, editing, layout, pre-press); working with six-member volunteer organizing team to arrange performers and instructors, accommodations, and meals; documenting processes and procedures for use by future organizing teams

1993 City of Redmond Growth Management Council Redmond, WA
Facilitated monthly meetings, including team-building activities, training on process measurement and consensus, and reporting