Rochester Section
Excellence Through Quality

ROC Excellence 2025 Conference
November 18, 2025

INCLUDES:

- Breakfast, Lunch & Free Parking
- Registration & Check begins at 7:00 am
- Conference Ends at 4:00 pm

RIT CONVENTION CENTER

5257 W Henrietta Rd
Henrietta NY 14467

THEME: WORKFORCE DEVELOPMENT

KEYNOTE: Harnessing AI and LLMs to Evolve the Science of Statistical Quality Control

Dr. Ernest Fokoué
Is a Statistician and Data Scientist renowned for his work in bridging the gap between foundational statistical theory and cutting-edge machine learning. A Professor in the School of Mathematics and Statistics at the Rochester Institute of Technology (RIT) and a Principal Researcher in AI and Statistics.

TRACKS INCLUDE:

- **Fundamentals of Quality Tools**
  Learn from experts a fundamental understanding of the key concepts of Distributions, Central Limit Theorem, SPC, & Gage R&R. Gain Exposure to Excel Pivot Tables, Minitab and Minitab Alternatives!
- **AI and the Future of Quality**
  See what experts are predicting about how AI will integrate and revolutionize quality processes!
- **Quality in Healthcare and Leadership**
  Learn what distinguishes leaders from managers. Experience real examples of how good leadership and the application of quality tools impacted both the bottom line and patient satisfaction!

ASQ Member Ticket $45 (Early Bird $40)	GRQC Member Ticket $55 (Early Bird $50)	Vendor Ticket (1 Person) $300
Non Member Ticket $149 (Early Bird $125)	ASQ Student Member Ticket $20	Vendor Ticket (Extra Persons) $45

REGISTRATION CLOSES NOVEMBER 18th! (Early Bird Ends October 31st)

Register at https://asqrochester.com/

ROC Excellence 2025

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	Seneca Room	Oneida Room
7:00 – 7:45	**Registration / Breakfast**	
7:45 – 8:00	**Welcome: Onondaga Room**	
8:00 – 8:45 Session 1	Mathless Fundamentals of Quality Statistics – Eric Alden	Quality in Leadership - Cheryl Adas
8:45 – 9:30 Session 2	Excel & Minitab for Analytics - Eric Alden	UR Six Sigma: - Carrie Steiner & Marie Revekant
9:30 – 10:15 Session 3	Pivots, Slicers & Dashboards – Tim Anderson	UR Day of Surgery Transport – Jan Schriefer
10:15 – 10:30	Break	
10:30 – 11:15 Session 4	Key Tools making Lean Six Sigma Successful – Eileen Askey	Effective Use of Generative AI – Peggy and Dan Sniezek
11:15 – 12:00 Session 5	Quality from the inside Out - Jona Wright	Beyond the Hype: AI for Today and Tomorrow – Fraizer Pruitt
12:00 – 12:30	**Lunch: Onondaga Room**	
12:30 – 1:00	Keynote Address – Ernest Fokoue: Harnessing AI and LLM's to Evolve the Science of Statistical Quality Control	
1:00 - 1:30	Announcing ASQ Rochester's 2025 STEM Grant Recipients	
1:30 - 2:15 Session 6	Generative AI - RIT Student Project Presentations	Quality by Design Meets Regulatory Strategy - Sirvidya Narayanan
2:15 – 3:00 Session 7	Impact of Continuous Programs on your Mental Health- Panel Discussion - Therese Costich	
3:00 – 3:20	**Conference Raffle and Closing**	
3:30 – 4:30	**Networking / Happy Hour**	

Keynote: Harnessing AI and LMMs to Evolve the Science of Statistical Quality Control

Dr. Ernest Fokoué

The foundational principles of Statistical Quality Control (SQC), established by Shewhart, Deming, and Juran, have for a century provided the rigorous framework for distinguishing signal from noise and driving continuous improvement. Yet, the dawn of Artificial Intelligence (AI) and Large Language Models (LLMs) presents a paradigm shift, offering tools of unprecedented power for pattern recognition, prediction, and natural language interaction. This keynote address explores the profound impact of this convergence. I begin by reaffirming the unchanging core tenets of SQC—the profound difference between common and special cause variation, the central role of the control chart, and the necessity of process knowledge. From this solid foundation, I will map the landscape of opportunity. We will demonstrate how AI transcends traditional SPC by identifying complex, multivariate anomalies in high-frequency data, how LLMs act as co-pilots to democratize SQC expertise for every operator, and how predictive models enable proactive intervention before a process ever signals out-of-control.

This is not a story of replacement, but of augmentation. The future belongs to the quality professional who can wield these new tools while upholding the old wisdom. This lecture will provide a visionary roadmap for this evolution, arguing that the fusion of statistical rigor and artificial intelligence marks the beginning of a new, more powerful era for the science of quality. I will maintain my signature optimist outlook throughout the entirety of this lecture, with an emphasis on the manifold ways in which AI/LLM as a new tool has the potential to help all of us usher in a new era of deeper and more fulfilling practice!

Dr. Ernest Fokoué is a Statistician and Data Scientist renowned for his work in bridging the gap between foundational statistical theory and cutting-edge machine learning. A Professor in the School of Mathematics and Statistics at the Rochester Institute of Technology (RIT) and a Principal Researcher in AI and Statistics, his research delves into statistical learning, kernel methods, Bayesian inference, and the interpretability of AI models.Prof. Fokoué is a passionate advocate for the pragmatic application of statistical rigor to real-world problems. He is the author the Springer textbook "Principles and Theory for Data Mining and Machine Learning" and has published extensively on topics ranging from statistical learning theory, kernel learning, predictive modeling, Bayesian and frequentist model selection, interface of AI/LLM and Statistics, time series forecasting, and ensemble learning, just to name a few. An engaging and sought-after speaker, he is known for his unique ability to demystify complex concepts and illuminate the deep connections between classical statistics and modern artificial intelligence. He holds a PhD in Statistics from the University of Glasgow

FUNDAMENTALS of QUALITY TOOLS

"Math-less Statistics" & Effective Analytic Techniques With Excel and Minitab

Eric Alden LSS Master Blackbelt, CRE, CQE, ASQ Fellow

One does not need complex math utilize the power of statistics! Part one of this session will introduce the audience to various distributions and show how random occurrences tend to distribute into bell shaped normal distributions. Properties of the normal distribution can be estimated visually! While the normal distribution is the basis for many decision-making tools, not all distributions are bell shaped. Luckily, the Central Limit Theorem can transform any shape distribution into a normally approximated distribution. This property enables decision making tools such as Hypothesis Testing, Statistical Process Control, Process Capability and Gage R&R. Visualizing distributions enable comprehension without complex math!!!

Part two of the workshop will introduce the Excel spreadsheet structure required for analytics. Once correctly structured, data functions within excel allow for filtering, sorting, graphic charting and transferring data to other programs and databases. More importantly, the structure enables Pivot Tables! Demonstrations will be presented of frequently used functions, tips to clean data, pareto charts, pivot tables, and importing data into Minitab for deeper transcendental experiences of becoming "One with Data, It's a beautiful thing!!!"

Eric Alden has been practicing quality and reliability engineering in the Rochester Area for over 25 years. Eric is a Xerox Certified Lean Six Sigma Master Blackbelt, and has recently retired from Xerox as a reliability manager and is developing his consulting practice, All Done Analytics LLC. He holds a Masters degree from RIT in Quality and Applied Statistics, and an undergraduate degree from RIT in Mechanical Engineering. Eric is active board member of both Rochester ASQ and the Greater Rochester Quality Council. He is an ASQ Fellow and holds CRE, CQE, CQM and CSSBB certifications. Eric has presented at numerous dinner meetings, conferences and seminars, and tackles this subject matter with passion and exuberance in an entertaining style.

QUALITY in HEALTHCARE and LEADERSHIP

Practicing Conscious Quality Leadership

Sheryl Adas

We are living in a time of significant change in our workplaces, an environment ripe to experience a profound and notable time of transformation for our organizations and teams. Leaders must attract, inspire and retain the right people to enable their teams to thrive in a world of volatility, uncertainty, rapid change and ambiguity. At its core, leadership and quality are inseparable; leaders shape the culture, set the tone, and model the behaviors that determine how quality is pursued and sustained within an organization. Quality tools and processes give us structure, data, and methods, but without conscious leadership, they risk becoming mechanical checklists rather than meaningful practices that drive real improvement. Conscious leadership invites us to lead with awareness, intention, and accountability. It means seeing beyond short-term results and considering the impact on people, systems, and long-term value. When paired with quality methodologies—such as Lean, Six Sigma, or PDCA—leaders gain the ability not only to solve problems but to elevate their teams, foster engagement, and create environments where excellence can thrive. How we as leaders show up truly matters during this crucial time. The individuals on your teams watch you every day to get cues on how they should show up in the organization. Knowing this is key to building a resilient and conscious quality culture with esprit de corps.

Sheryl Adas is a Leadership Advocate, Coach and Facilitator. "She is a Certified Practitioner and Coach for Sherpa Sustainability's: Continual Improvement for Social Responsibility (CISR) program. She is a former Adjunct Professor in Lean Leadership at St. John Fisher College, facilitator for a large cognitive safety transformation program in California and facilitator of Conscious Leadership, Conscious Culture and Evolving Conscious Teams at MCC Corporate College. Cheryl's passion, collaborative approach, and personal commitment to your success will help you build your team's success formula. Cheryl holds a B.A. from Michigan State University and an Executive MBA from Rochester Institute of Technology

Unlocking Insights with Dashboards in Microsoft Excel Using Pivot Tables and Slicers

Tim Anderson

A Dynamic approach in the era of data-driven decision making, the ability to distill large volumes of information into actionable insights has become paramount for businesses, analysts, and professionals in nearly every field. Microsoft Excel offers a powerful suite of features for transforming raw data into meaningful visualizations—chief among them are dashboards constructed using Pivot Tables and Slicers. Pivot Tables serve as dynamic data aggregators, enabling users to summarize, reorganize, and analyze extensive datasets with minimal effort. By allowing for the rapid rearrangement of rows, columns, and values, Pivot Tables make it possible to identify trends, spot anomalies, and draw conclusions that might otherwise remain hidden in the noise of raw data. When integrated into dashboards, they become interactive focal points for exploration and reporting. Slicers add an intuitive layer of interactivity to these dashboards. They act as visual filters, empowering users to slice and dice data across multiple dimensions with a simple click, instantly updating Pivot Tables and related charts. As organizations continue to grapple with increasing data volumes, mastering the art of dashboard creation in Excel—leveraging Pivot Tables and Slicers—has emerged as an essential skill for unlocking the full potential of information assets.

Tim Anderson is a dedicated Quality Engineer possessing over forty years of expertise in manufacturing, process improvement, root cause analysis, and statistical process control. Drawing on a strong background in manufacturing, process, and quality engineering, he has developed expertise in process analysis, workflow optimization, and cross-functional collaboration., He consistently drives lean initiatives and supports digital transformation projects, with a continual focus on data-driven strategies and operational excellence.

"Lean Six Sigma in Practice: Tools, Triumphs, and Tough Lessons"

Eileen Askey, LSS Master Blackbelt, PMP, CISM

This presentation offers a high-level review of the DMAIC framework used in Lean Six Sigma (LSS). Beginning with an overview of foundational principles, the session dispels myths—such as the misconception that LSS is only for manufacturing or that it stifles creativity—demonstrating its broad applicability in sectors like healthcare, finance, education, and services. The synergy between Lean's focus on waste elimination and Six Sigma's emphasis on reducing process variation is highlighted, showing how their integration leads to enhanced quality, efficiency, and customer satisfaction.

The DMAIC framework (Define, Measure, Analyze, Improve, Control), provides a structured roadmap for problem-solving. Each phase is illustrated with practical examples and key tools, including project charters, SIPOC diagrams, process and value stream mapping, Pareto charts, and control charts. Using an example problem, attendees will see examples of key tools (the right tool for the problem at hand) reinforcing the principle that effective process improvement depends on thoughtful tool selection rather than simply using every available method.

Real-world case studies showcase both successful and challenging projects, emphasizing the critical roles of leadership support, clear communication, thorough analysis, and team collaboration. The presentation also addresses common obstacles—such as resistance to change, insufficient training, and data collection difficulties—and shares lessons learned from unsuccessful initiatives, underscoring the importance of planning,

The Other Side of You: Leading with Quality from the Inside Out

Dr. Jona A. Wright Chief Consultant, TalentThrive Partners LLC

Empowering the workforce starts with empowering the leaders they follow. In an era of lean systems, AI, and precision in process, quality leadership is the differentiator between compliance and commitment. This interactive session will explore how the quality of leadership directly impacts employee performance and engagement, process stability, defect prevention and retention in a continuous improvement culture.

Using a practical model called "The Other Side of You," participants will reflect on the employee experience of their leadership style. The Leadership Quality Index (LQI) is a diagnostic tool that evaluates clarity, consistency, connection, and credibility of the leader. This session shows how empowered leaders create the conditions for empowered teams—and empowered teams protect process, drive excellence, and build sustainable quality cultures.

Dr. Jona A. Wright is a Chief Consultant at TalentThrive Partners LLC She is a Leadership Development Coach>

From Projects to Culture: Building Enterprise-Wide Continuous Improvement in Healthcare

Carrie Steiner, MBA, PMP, LSSBB and Marie Revekant, MBA, PMP, LSSGB

The CIC program combines online foundational education (~6 hours on DMAIC, project management, and change management) with project-based learning supported by OE coaches. In parallel, OE teams were integrated into affiliate hospitals to serve as local champions, providing real-time facilitation, mentoring, and alignment with system-wide standards. This dual approach was designed to create both an individual pipeline of certified practitioners and an organizational infrastructure that normalizes CI behaviors at every level. Early results include increased collaboration across sites, measurable efficiency gains, and the establishment of governance structures that keep leaders engaged and accountable for CI progress. Since launching the online CIC education modules in April 2025, approximately 250 employees have enrolled, with post-completion evaluations averaging greater than 4.0 on a Likert scale. Building a culture of continuous improvement requires both individual development and system-level reinforcement. Pairing a structured certification program with embedded OE resources has proven effective in embedding CI into the fabric of the organization. This model not only drives operational results but also sustains a cultural shift where continuous improvement becomes "the way we work," positioning the enterprise for long-term success.

Carrie Steiner is the Senior Director of Operations Excellence at UR Medicine in Rochester, NY where she practices, promotes, leads, and educates on continuous improvement. She has a B.S. in Management Information Systems from Rochester Institute of Technology and an M.B.A. from University of Rochester's Simon Business School. Carrie is a certified Project Management Professional, Lean Six Sigma Black Belt, and Change Management Practitioner with 25 years of experience in process improvement and project management. Carrie is passionate about improvement science and is continuously seeking new tools and technology to support her development in the field.

Marie Revekant is a Lead Process Improvement Specialist at UR Medicine in Rochester, NY. She holds a B.S. in Industrial and Systems Engineering and an M.B.A. from Rochester Institute of Technology. Marie is a certified Project Management Professional, Six Sigma Green Belt, and Lead ISO 9001 Auditor with over a

stakeholder engagement, and follow-through. By the end of the session, participants will gain insights into applying Lean Six Sigma tools, fostering a culture of continuous improvement, and achieving sustainable success within their organizations.

Eileen Askey has over 35 years of experience in Process Improvement, Physical and Information Security. She is a Lean Six Sigma Master Black Belt and has taught/coached numerous Lean Six Sigma Black and Green Belt candidates. She holds a Master's Degree in Organizational Management. Additionally, she is a certified Project Manager, Certified Information Security Manager, and former board member of GRQC.

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AI and the FUTURE of QUALITY

Beyond the Hype: AI for Today and Tomorrow

Frazier Pruitt CQE, CSSBB - Corning Inc.

Artificial Intelligence is everywhere, in headlines, tools, and vendor pitches. But how useful is it really for quality professionals? This session takes a clear-eyed look at AI's role today and where it might go tomorrow. We will separate hype from reality, showing where AI helps, where it struggles, and how to use it wisely in quality management.

Through relatable examples from document control and training to audits and root cause analysis, participants will see what AI currently does well, what it still gets wrong, and what that tells us about its potential. We will also try a few small, practical tools together that attendees can experiment with immediately in their own work. The goal is not to make anyone an "AI expert," but to give professionals the confidence to evaluate AI critically, apply it thoughtfully, and maybe even leave with a useful new trick. Popular narratives often exaggerate AI's power. It is either portrayed as a looming replacement for human work or as a magical fix for every process. Both extremes are misleading. Quality professionals need a grounded understanding of AI's real strengths and weaknesses to make smart choices about when, where, and how to use it.

Without that perspective, organizations risk wasted investments or missed opportunities.

Artificial Intelligence will not replace quality professionals, but those who learn how to use it effectively may find it becomes a surprisingly helpful partner. By separating hype from practical use, this session equips attendees with the tools to evaluate AI critically and apply it thoughtfully in real quality contexts.

W. Frazier Pruitt was named the 2024 Young Engineer of the Year by the Rochester Engineering Society. He is also a 2021 ASQ 40 Under 40 award winner and currently serves as Quality Supervisor at Corning Inc., while remaining active in both the Finance Officers of the Geographic Communities Council (GCC) and Rochester ASQ. At Corning, Pruitt oversees supplier incoming quality and plant quality for Advanced Optics and Systems. In his leadership role with ASQ Rochester, he has been instrumental in launching a new STEM initiative with facilities representing an investment of tens of thousands of dollars, expanding educational opportunities, and strengthening community support. Pruitt earned a bachelor's degree in electrical–mechanical engineering from the Rochester Institute of Technology. He went on to complete dual MBA degrees at the Kelley School of Business at Indiana University, Bloomington, and the Alliance Manchester Business School in the United Kingdom. As a Senior Member of ASQ, Pruitt has achieved certification as a Quality Engineer (CQE) and Six Sigma Black Belt (SSBB). He is also a member of the U.S. TAG to ISO/TC 176, contributing to the development and support of ISO 9001 and related standards. In addition, he serves on the ASQ NextGen Advocacy Committee, fostering meaningful connections between established quality leaders and the next generation of decade of experience leading cross-functional teams, driving operational excellence, and improving quality and safety in complex systems

Improving Screening for Transportation Barriers on day of Surgery– A DMAIC driven Quality Improvement Project

Jan Schriefer RN MBA DrPH, Gareth Warren MD MSc, Christine Coward MD, Neil Seligman MD, Max Dargavel, Theresa Green PhD

Transportation barriers are common for patients in our community. A patient must have transportation set up prior to surgeries since they are not able to drive themselves home after surgery. It is estimated that 6 million people in the United States forego medical care due to transportation barriers. A review of the literature revealed 15% of households are car deficient and 7% do not have a car at all. A DMAIC team was formed including social workers, nurses, surgeons, schedulers, QI coaches and advanced practice providers. The team utilized the DMAIC model to create QI tools to measure and analyze the current state. The team employed run charts of screening rates, process mapping, a swim lane diagram, a fishbone diagram and a pareto diagram. The team created educational infographics with the help of the Voice of the Customer to outline safe transportation options for rides home following surgery. A medical record template was developed to document screening completion and referral to transportation resources. Transportation barrier documentation increased from 62% up to 100%. The in-person discussion of the transportation screening barrier at the pre-operative visit increased from 0% in the 5- month baseline period to 80%-100% in the 6-month intervention period. These results were plotted on an annotated run chart and shared with the clinic team.

Dr. Schriefer is an Associate Professor of Pediatrics and Public Health Sciences at the University of Rochester School of Medicine and Dentistry. Jan is the Director of Collaborative Partnerships for Quality and Safety and a Senior Process Improvement Specialist in Operations Excellence. Dr. Schriefer is an Associate Scholar in the URMC Quality Institute.

Dr. Gareth Warren is an Assistant Professor of Clinical Urology and Obstetrics and Gynecology at the University of Rochester School of Medicine and Dentistry. Dr. Gareth completed the URMC Health Optimization Quality Improvement Fellowship in 2025. Dr. Warren has many peer reviewed publications and awards from the University of Maryland School of Medicine Humanism Honor Society.

Quality by Design Meets Regulatory Strategy: From QbD Concepts to Submission Success

Srividya Narayanan Srividya Narayanan MDS, MSC

Quality by Design (QbD) principles change product development from a trial-and-error process into a science-based and risk-based process. However, linking QbD outputs—Critical Quality Attributes (CQAs) and Critical Process Parameters (CPPs)—and associated design spaces to regulatory submission modules remains a barrier. This session outlines a three-step approach to address this issue: (1) interpreting CQAs and CPPs according to ICH Q8(R2) using appropriate DoE studies and risk assessments; (2) integrating QbD data into the required

professionals. Pruitt is co-author of the Principles of Quality Costs, Fifth Edition, and has published on many topics, including 8D problem solving and technical communication in Quality Progress and elsewhere. He has also spoken at local and global conferences, including the World Conference on Quality and Improvement (WCQI).

Practical Use of Generative AI

Peggy Ann Sniezek & Daniel E Sniezek

Abstract: . Learn how to simplify your workload and enhance efficiency through the practical use of Generative AI. Everyday tasks such as planning, organizing travel, and making informed decisions can now be streamlined with intelligent tools that save both time and effort. This session explores how these technologies reduce complexity while improving accuracy, helping individuals manage personal and professional responsibilities more effectively. In addition, we will look at how new college students are adopting Generative AI to gain an advantage as they prepare for their future careers. From drafting resumes and practicing interviews to analyzing data and exploring research topics, students are discovering innovative ways to integrate AI into their academic and career development. These methods provide a glimpse into the future of work, where digital collaboration between humans and AI will become increasingly essential. Finally, we will address the importance of staying current in your field. By learning to adapt to technological change, professionals can remain competitive and relevant in a fast-moving environment. This presentation will provide insights and practical strategies for leveraging AI to enhance productivity, career readiness, and long-term success.

Peggy Sniezek is an early integrator of generative AI in her college courses, teaches students how to "coach" AI. Professor Sniezek weaves her experience in avionics IT (Ensco Avionics at IBM and Lockheed Martin) with her 17 plus years of teaching Computer Science at SUNY Broome into an understandable approach to the practical use of AI. Students learn to "critique" their database ERDs, data analysis designs, and UML designs for systems analysis. Peggy is an IEEE Senior member and chair of the local Binghamton IEEE Computer chapter and a member of ASQ. She holds a Master of Science in Advanced Technology degree from Binghamton University.

Daniel E Sniezek has 25+ years of experience in the development and maintenance of highly complex and highly available systems. He is an internationally sought out technical advisor and speaker on subjects of software quality, computerized reliability, systems engineering, systems safety, quality systems and process improvements.

Mr. Sniezek's career centered on helping companies, governments and people improve through the use of visual thinking, quality management tools and cafe style techniques. He uses his skills as and engineer and artist to convey complex concepts.

Placeholder RIT Student Project Presentations

Several of Dr. Fokoue's students will share their expertise gained in their projects.

eCTD CMC sections—using a standardized QbD-to-eCTD template as an example to cover Modules 2.3.4 and 3.2.P; and (3) developing a control strategy that is acceptable to both FDA and EMA, A composite example of a biotech start-up will illustrate how using a design-space justification in the dossier can allow the approval process to be shortened by around 35% and result in a 50% reduction in audit findings. This session will help engage regulatory affairs and quality professionals to reduce submission cycles, encourage innovation focused on compliance.

Srividya Narayanan is an MS candidate in Regulatory Affairs at Northeastern University, bringing a unique blend of clinical insight and compliance expertise. As a Regulatory Compliance Co-op at Culture Care Collective, she streamlined documentation workflows and worked on HI-TRUST and SOC 2 templates. Previously, she served as a Quality Assurance Specialist in a multispecialty dental clinic, where she implemented infection-control plans and a standardized incident-reporting system. Her projects include AI-driven Parkinson's detection and regulatory roadmaps for SaMD and pharmaceuticals. Skilled in ISO 13485, FDA 21 CFR 820, risk management, and data integrity, she drives quality and innovation in regulated environments. Srividya Narayanan MDS, MSc; Regulatory Affairs Graduate Student; Northeastern University, Boston; narayanan.sri@northeastern.edu | +1-848-313-3076; www.linkedin.com/in/srividyanara-dr

The Impact of Continuous Improvement Programs on Your Mental Health Panel Discussion

Therese Costich

The interaction between mental health and continuous improvement (CI) is a two-way street. A positive, psychologically safe work environment supports employees' well-being, which in turn fuels productive CI efforts. Conversely, poorly managed CI can create immense pressure, leading to employee burnout, anxiety, and disengagement.

This engaging panel discussion will explore the intersection of employee well-being and organizational performance. Experts from healthcare, business, and continuous improvement fields will discuss how fostering mental health supports sustainable improvement programs, increases engagement, and drives long-term success.

Therese Costich is President and Managing Partner of The Costich Group with 25+ years experience in Digital Transformation, Lean Six Sigma and Continuous Improvement. She has worked for General Electric, Ford Motor, DuPont, Dominion Energies, L3-Harris Corporation, Lenovo, Merck Pharmaceuticals, GWLisk, Ward's Natural Sciences, Bausch & Lomb, Salient Management Company and Syracuse University. She uses her expertise in operational excellence, lean six sigma, business analytics and digital transformation to guide organizations to be leaders in their industry while sustaining continuous improvement and transforming their businesses to world class . She is the author of Excelling on a Digital Transformation Journey - A Field Guide That Will Help You Define Your Success • Co-author and project manager of The Black Belt Memory Jogger - A Pocket Guide for Six Sigma Success, First Edition •

Microelectronic Engineering, BS - Rochester Institute of Technology • Finance and International Business, MBA –Simon School of Business