

# The Chief Quality Officer & Effective Leadership



On Behalf of Charles Aubrey, USA

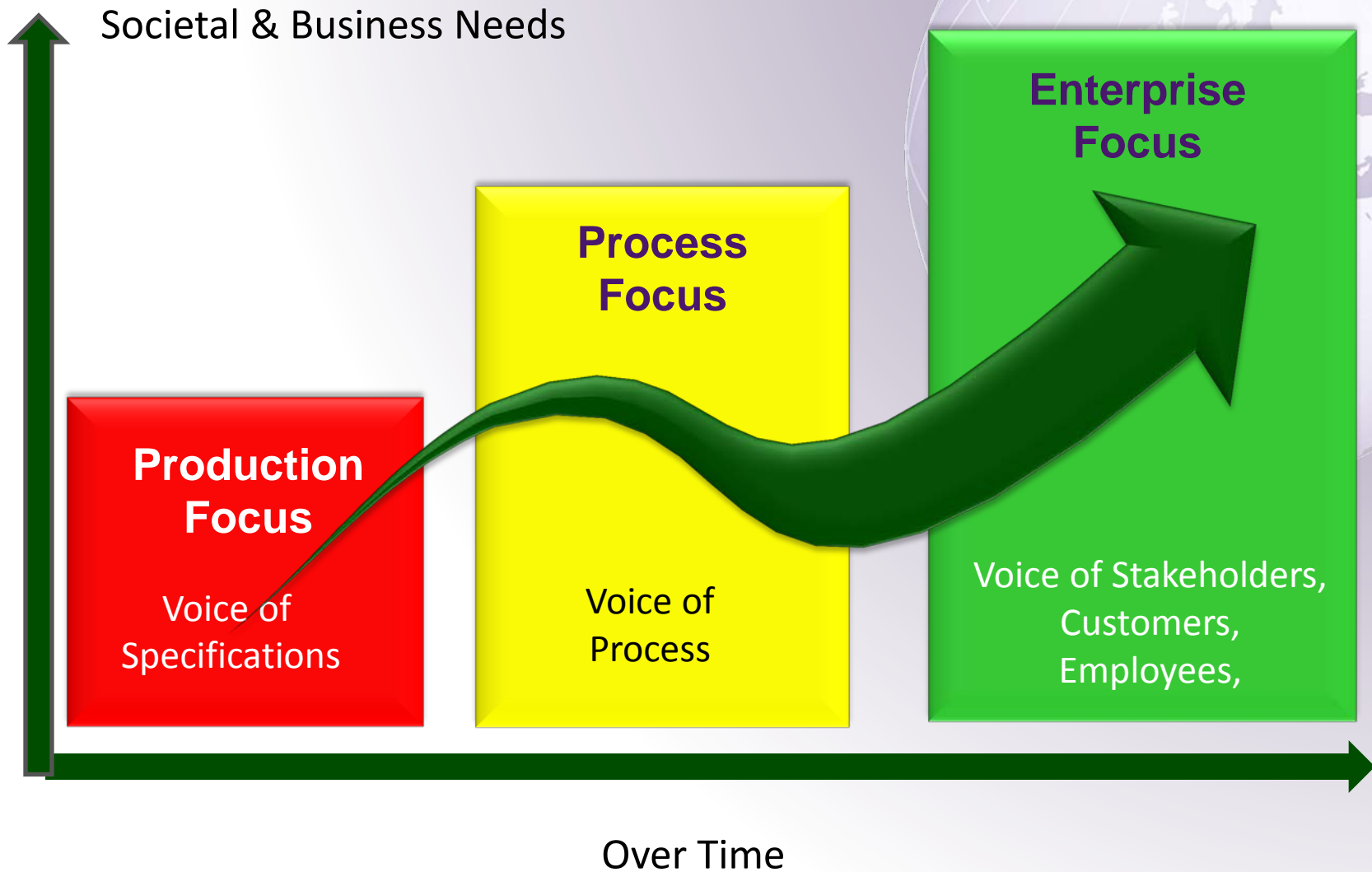
Joseph A. De Feo, USA

## Wanted Quality Professionals

- University degree required with a major in either an engineering, quality, or management discipline.
- 10+ years experience working in a hi-tech industry with experience of leading high-energy teams.
- An impeccably strong change agent and a proven track record in a complex, multi-play environment with a focus on customer satisfaction, process improvement, and cost reduction.
- Experience in a high-growth, high-pressure environment with a focus on customer satisfaction, process improvement, and cost reduction.
- A very strong leader with a proven track record in a complex, multi-play environment with a focus on customer satisfaction, process improvement, and cost reduction.
- Knowledge of Six Sigma, and process improvement.
- A collaborator and team player, hands-on leader with a “can do, will do” attitude.
- Results-driven with a strong Quality DNA focused on Process and Operational Excellence.
- Able to travel where necessary.

Oh yes –  
and solve world hunger

# Maturing and Changing Role



## Why Such Requirements?

- Maturing organizations looking for new ways to meet many 'Voices' while other new economy organizations need simple but effective methods
- Industry shifting paradigms and the business requires different skills.
- Business leaders looking for professionals who are forward thinking
- Want help to push people not paper
- Want professionals that are keeping up with skills aligned with maturity
- Want business leaders, not just a quality cheerleaders.



# Business Needs Changing Faster Than Skills

Business Has Shifted So Skills Must Shift

## Technical Leadership

Infrastructure  
Systems  
Methods  
Tools

## Enterprise Leadership

Commitment  
Collaboration  
Creativity  
Customer Focus

# What Will The Future Quality Officer Look Like?



## What Will The Future Quality Officer Look Like?

- Integrator of business and quality systems
- Executive office reporting on 'Voice Satisfaction'
- Ability to deal with people: leaders, customers, and stakeholders
- Auditor of Enterprise Performance
- Driver of system & methods innovation
- Center of education as 'Architects' of skills needed to attain Enterprise Performance
- Speak the languages of MONEY and RISK (of not making money)

## Checklist for Quality Professionals

- ✓ Recognize that businesses may need new skills
- ✓ Emphasize collaboration and engagement - keep your analytical and stats in the background
- ✓ Do not be locked into a guru or method – shift still happens!
- ✓ Always monitor and to speak the language of business
- ✓ Be multi-lingual in Lean, Six Sigma, QC/QA, Agile...
- ✓ Be passionate about what you do & how you do it
- ✓ Resumes should reflect your skills and competencies, not just your positions





Thank you!

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*Questions?*

For more information please call  
800-338-7726 or visit Juran's Website at  
<http://www.juran.com>.