

## Expertise

### Management & Leadership

Develop effective and efficient processes:

- Strategy Planning and Performance Management
- Contracts Management & Tendering
- Stakeholders Management
- Suppliers' Performance Management
- HR and Staff Welfare Management
- Suggestion Scheme Management
- SMETA Audit and SEDEX platform for ethical business dealings
- Change Management
- Project Management
- Training, Coaching & Mentoring

### Operational Excellence, Quality & Continuous Improvement

Hands-on approach to train, coach and implement Quality and Continuous Improvement concepts, methodologies, and programs to enhance individual and capabilities:

- Total Quality Management (TQM)
- Continuous Improvement programs;
  - Lean Management, Six Sigma, Kaizen, 5S
  - Visual Management
- Process Re-engineering and Value Stream Mapping
- Voice of the Customer and Mystery Shopping Programs

### Culture and Organizational Excellence

Assess Excellence maturity level, identify gaps and develop improvement frameworks to implement Organizational Excellence Models, and achieve a genuine transformation of behaviors and practices, beneficial to shape organizations future performance:

- Shingo Model™ for principles-based culture transformation
- Organizational Excellence Framework
- EFQM Model
- Government Excellence Model GEM 2.0

### Integrated Management Systems

Develop and implement compliant Integrated Management Systems coupled with a robust continuous improvement cycle:

- ISO Standards (ISO 22000/ 9001/ 14001/ 45001)
- Risk Management & Business Continuity (ISO 22301)
- Management of Auditing Programs

### Sustainability & Social Impact

Guide organizations to assess and mitigate their impact and identify opportunities to enhance their social performance, using a set of standards, platforms, and tools.

- Corporate Social Responsibility/CSR Label
- Women Empowerment Principles (UNGC)
- Arabia CSR Award
- Sustainability Development Goals (UN)
- Social Impact Analysis

## Awards Judge and Assessor

- Subject Matter Expert at UAE Government Excellence Program
- Senior Assessor and Team Leader at various National Awards and Competitions: Mohammed Bin Rashid Business Excellence (MRM) Award (UAE), Arabia CSR Network (UAE), Dubai Quality Award (UAE), Prelims of ASQ International Team Excellence Award (USA), ASQ PAR Innovation Award (USA), Dubai Quality Group Continuous Improvement Symposium (DQG- UAE), ASQ Grant Medal (USA).

## Awards and Honors

- Global Women in Leadership Award- GCPIT
- Testimonial Leadership Award: awarded from ASQ, for: *“Serving on ASQ Strategy Deployment Committee in 2015”*.
- Testimonial Leadership Award: awarded from ASQ, for: *“Leading the Local Members Community team and initiatives in Dubai in 2014”*.
- Fresh Faces in Quality: one of the 46 quality professionals nominated- Quality Progress (ASQ), Nov 2016.

## Certifications

- Shingo Workshop Facilitator
- Certified Change Management Practitioner- ACMP, USA
- Chartered Business Excellence Professional-B.Ex. Institute, Ireland
- Registered Organizational Excellence Specialist- OES, Canada
- Certified Lead Auditor- ISO 9001
- Certified Business Continuity Mgt Lead Auditor- ISO 2230
- Certified Food Safety Management Systems Lead Auditor
- Certified Managing Safely- IOSH
- ASQ Certified Supplier Quality Professional
- ASQ Certified Quality Auditor
- ASQ Certified Six Sigma Green Belt