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Division Leadership

Chair

Cindy Veenstra
cpveenst@umich.edu

Dr. Cindy Veenstra is principal consultant for Veenstra and Associates. Prior to this position, she was a quality systems consultant and held quality management positions at Motorola. She has been active in the division leadership as a chair-elect and chair of K-12 and higher education activities. She is an associate editor of the divisions's *Quality Approaches in Higher Education* and, in 2009, led the division's effort to publish the special issue of the *Journal for Quality and Participation* on quality in education. She has led the division's effort to publish a special issue of ASQ's *Higher Education Brief* on STEM K-12 outreach for the past two years. She is an ASQ Fellow and Certified Reliability Engineer. She is a past chair of both the Ann Arbor and Phoenix Sections. She also currently serves on the board of the College-Industry Partnerships Division of ASEE.

Cindy holds a Ph.D in Industrial Engineering from the University of Michigan. Her reeseach includes modeling of engineering student success, addressing STEM policy issues between K-12 and higher education and strategies for continuous improvement in education processes. She has taught quality management courses at Eastern Michigan University. Cindy has published in ASQ's *Journal for Quality and Participation*, the *Journal of Quality Engineering Education*, the ASQ *Higher Education Brief*, and led a networking session on college student retention at the 2010 ASQ World Conference. She also discusses college student retention topics in her blog, Veenstra's Views (www.veenstraconsulting.com/blog) and is on Twitter ([cpveenstra](https://twitter.com/cpveenstra)).

Chair-elect

Fernando F. Padro
fpadro@msn.com

Dr. Fernando Padro is an associate professor at Cambridge College in Education Leadership. He specializes in quality assurance through accreditation and audit processes and has authored several papers on global accreditation issues. With a dissertation on the presence of quality circles in educational systems, he has conducted research in this area for more than 25 years. He has made numerous presentations in Europe and Australia about key issues on implementing quality initiatives at colleges and universities from the points of view of faculty participation and organizational response to meeting external expectations. He has been a Baldrige Examiner for four years and has served as a Peer Reviewer for The Higher Learning Commission's Project AQIP. He is on the editorial board of TQM Magazine and has been elected Faculty Fellow for the NASPA. He is a senior member of ASQ and chairs the Higher Education Advisory Committee. Dr. Padro has published articles in ASQ's *Journal for Quality and Participation* and the ASQ *Higher Education Brief*.

Treasurer and Voice of the Customer

Deborah Hopen
debhopen@nventure.com

Deborah Hopen has over 30 years of experience in total quality management. She has served as a senior executive with experience in general management, quality assurance and quality control, training, human resources, organization development, research and development, process engineering, and accounting. She has been president and chairman of the American Society for Quality and currently is the editor of ASQ's *Journal for Quality and Participation* and contributing editor of ASQ's *Six Sigma Forum* magazine.

Secretary

Teri Reed-Rhoads
trhoads@purdue.edu

Dr. Teri Reed-Rhoads is the Assistant Dean of Engineering for Undergraduate Education and Associate Professor of Engineering Education at Purdue University.

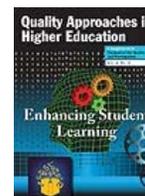
Nominating Committee Chair

John Dew
jdew@alan.ua.edu

Dr. John Dew is currently associate vice chancellor for Troy University in Alabama, where he is responsible for accreditation efforts, institutional research, quality improvement, strategic planning, and will be the university's representative to the Alabama Commission on Higher Education. He also teaches three online courses in the University of Alabama's Master's degree in Consumer Quality Management. He is past chair of the Education Division and an ASQ Fellow. He has published articles in ASQ's *Quality Progress*, ASQ's *Journal for Quality and Participation*, the ASQ *Higher Education Brief*, and the division's newsletter.

Membership and Marketing Chair

Coming soon for ASQ members! Certification logos. Watch ASQ Weekly for updates!



Elizabeth Peotter
epeotter@gmail.com

Elizabeth Peotter is a new ASQ member. She is a process analyst who consults with clients to document and improve operations and customer service. She has worked in training, sales, and customer service. Elizabeth studied business, organizational sciences, and general education.

QED (Division Newsletter) Editor

Marianne Di Pierro
marianne.dipierro@wmich.edu

Dr. Marianne Di Pierro has been a member of the Graduate College at Western Michigan University (WMU) for eight years, serving as Director of the Graduate Center for Research and Retention. The Graduate Center is an innovative one-of-a-kind entity that provides sustained one-on-one mentoring, guidance, and advising support to graduate students in all disciplines. The Center represents an integrated approach to retention, conducts research on time to degree and attrition, participates in national research initiatives in graduate education that ensure best practices, and implements programmatic interventions to enhance opportunities for graduate degree completion. Di Pierro is also a conflict resolution strategist, serving the needs of graduate students and graduate advising faculty at WMU.

She holds the Ph.D. in English from the University of South Florida. She was elected by the national membership of the Modern Language Association to the Delegate Assembly for a three-year term as a special-interest delegate, representing independent scholars and professionals with alternative careers. Di Pierro has published in the ASQ Journal for Quality and Participation, as well as ASQ's Higher Education Brief and is also an editorial reviewer for JQP. She currently serves as advising editor to ASQ's Higher Education Brief and also as ASQ Newsletter Editor.

K-12 Chair

J. Jay Marino
jmarino@dunlapcusd.net

Dr. Jay Marino is the Superintendent of schools in the Dunlap Community Unit School District 323 in Dunlap, IL. He received his Bachelor's Degree in Elementary Education from the University of Northern Iowa; Masters Degree in Educational Administration from Arizona State University; Educational Specialists and Doctorate Degree from Western Illinois University. Jay has led continuous improvement initiatives as an elementary and middle school teacher, elementary school administrator, Special Education Coordinator, Director of Technology, Director of Instruction and Assistant Superintendent. In addition, Jay serves as an international consultant assisting American and European school organizations in their continuous improvement efforts.

Jay has delivered key note presentations at local, state, national and international conferences. He has served regionally as the Chair of the Iowa Quality Center's Advisory Council and nationally as the Chair of the American Society for Quality (ASQ) K-12 Educational Advisory Committee. Jay has been actively involved in State Quality Award programs as an applicant and an examiner and has assisted in obtaining State Quality Award recognition for school districts in which he has worked in both Iowa and Illinois. He has authored a number of articles and served as an editor. He authored the book Quality across the curriculum; Integrating quality tools and PDSA with Standards. Jay was the first moderator of the national Quality in Education blog hosted by the American Society for Quality designed to promote continuous improvement in education. His personal website is at <http://www.jmarino.ws>.

Higher Education Quality Systems Chair

Julie A. Furst-Bowe
furst-bowej@uwstout.edu

Dr. Julie A. Furst-Bowe is the Provost and Vice Chancellor for Academic and Student Affairs at the University of Wisconsin-Stout. She provides leadership to the nationally-recognized quality improvement program at UW-Stout and has served as a senior examiner for the Malcolm Baldrige National Quality Award Program. UW-Stout was the first higher education institution to receive the prestigious Malcolm Baldrige National Quality Award. She is currently a judge for the state quality awards programs in Wisconsin and Minnesota and serves on the panel of reviewers for the Higher Learning Commission's Academic Quality Improvement Program.

She is recognized nationally and internationally for her expertise in quality in higher education and has authored several articles and a book on this topic, Quality and Performance Excellence in Higher Education. She is an editor of the International Journal of Excellence in Education, a journal dedicated to quality in higher education. Julie currently serves on the Executive Board for the National Consortium for Continuous Improvement in Higher Education and also serves on the Board of Directors for the Wisconsin Center for Performance Excellence, Sacred Heart Hospital and the Stout Technology Park. She has served as a quality improvement consultant for numerous colleges and universities and is currently under contract to provide consulting services to Singapore's Ministry of Education and Ahlia University in Bahrain./p>

Prior to becoming Provost at UW-Stout, Julie served as a faculty member, department chair, assessment coordinator and associate vice chancellor at UW-Stout. She holds a doctorate in education from the University of Minnesota.

Community Colleges Chair

Ted Mattis
Ted.Mattis@woodward.com

Ted Mattis is the Quality Systems Manager for Woodward Governor's Turbine Combustion System - Center of Excellence in Zeeland MI and Greenville SC. Ted has 17 years of combined experience leading aerospace and automotive quality in manufacturing and corporate applications. Prior to that, Ted spent 10 years in process control at the Dow Chemical Company. Ted has published several articles for Quality Progress, China Quality and trade magazines and presented at the ASQ 20th Annual Quality Management Conference in Orlando FL. Ted is a past chair of the Northern Michigan Section and a senior member of ASQ. Ted is an ASQ CQM/OE, CQE, CQA, CSSBB and an AQIP Peer Reviewer for the Higher Learning Commission - North Central Accreditation. Ted is a veteran of the US Navy and has earned an Associate's degree from Delta College, a BA from Spring Arbor University and an MBA from the University of Michigan. Ted is completing his PhD in Tech Mgt/Quality Systems from Indiana State University. His soon to be finished dissertation is focused on quality tools in community colleges.

Social Responsibility Chair

Rossi Wittlinger
<mailto:rossianwitt@netscape.net>

Rossi Wittlinger has seventeen years of process and product accomplishments in business management, system engineering, ISO 9001, 14001, lean and six sigma methods and techniques. Her experience includes developing, managing, and coordinating various projects, teams and financial improvements. She had managed and audited organizational quality and process procedures, provided systems training from CEO and VPs to hourly employees, managed ISO 9000-9001; 14001 quality management systems, FDA and FAA requirements.

Rossi has served as president of the Institute for Industrial Engineers (IIE) Milwaukee (2001-2006), board member for ASQ Milwaukee Chapter Advance Programs (2006-2008) and the ASQ Milwaukee Section co-chair K-12 Education (since 2006). She has served as the ASQ Education Division's co-vice chair of K-12 Education (since 2008).

Workforce Development Chair

Deborah Hopen
debhopen@nventure.com

Deborah Hopen has over 30 years of experience in total quality management. She has served as a senior executive with experience in general management, quality assurance and quality control, training, human resources, organization development, research and development, process engineering, and accounting. She has been president and chairman of the American Society for Quality and currently is the editor of ASQ's *Journal for Quality and Participation* and contributing editor of ASQ's *Six Sigma Forum* magazine.

Standards Representative

F. Craig Johnson
fcjohnson@fsu.edu

Dr. Craig Johnson is a fellow of the American Society for Quality and the chair of the ASQ Standards Committee. Craig heads the US delegation to the International Standards Organization's Technical Committee 176 for Quality management and quality assurance (Subcommittee 1 on concepts and terminology). He is co-convenor of the ISO TC 176 Study Group on education. He is the second recipient of the American National Standards Group's Honorary Lifetime Membership Award for his "outstanding professional achievements on behalf of our nation's international standards activities."

Division Immediate Past Chair

Scott Martens
marte023@umn.edu

Since June 2004, Scott has served as director - Office of Service & Continuous Improvement at University of Minnesota. In this position, Scott is leading the financial, operational and cultural transformation of the University of Minnesota in direct support of strategic positioning efforts. Since 2000 he has also been a senior lecturer for the University of Minnesota's Carlson School of Management in both the operations and accounting departments teaching MBA and undergraduate courses in operations, quality management and managerial accounting.

Prior to joining the University of Minnesota, Scott held leadership positions at American Express, Ceridian and General Electric. As senior program director - business transformation at American Express, he led the deployment of six sigma for the financial advisor organization. While at GE serving as a black belt, Scott provided green belt training and worked numerous six sigma projects in sales, operations and finance for U. S. and international units. Scott earned an MS-management with distinction from the Naval Postgraduate School in Monterey, CA and a BBA-accounting with honors from Iowa State University in Ames, IA. Scott is both a CPA and CPL, certified professional logistician.