

Brief Resume

Name: Mahshid YAZDANPANA (Ms.)

Degrees and Certificates:

- B. A. in Economics, Tehran University, Iran, 1978.
- M. Sc. in Industrial Management, Quality Engineering, Government Center for High Education, Iran,
- Int'l Certificate of "Quality Management System Auditing" SGS, Iran,
- Certificate of "Engineering Creativity –Inventive Problem Solving" (TRIZ) from Interstate University Ruthenia, Russia,
- Certificate of "Quality Function Deployment" from QFD institute of Deutschland, Germany
- Certificate of "New Management Tools and Techniques" from Institute of Business Excellence, Switzerland,
- Certificate of EFQM Business Excellence Model comprehensive course, BSI, Iran
- Certificate of "Engineers & Sustainable Development and Capacity Building" from International Federation of Consulting Engineers (FIDIC)
- Certificate of "Human Resource Management & Sustainable Development" from International Federation of Consulting Engineers (FIDIC)

Summary of Experiences and Positions:

1980-1995 ; Trainer and researcher in education and cultural fields,
1995-1996 ; Consultant in improvement of education programs, Ministry of Education,
1995-present; Training Director and Vice Chairman, Continuous Improvement Engineering Consultants,
2002-present ; Managing Director, Institute of Quality Engineering,
2002-present; Consultant and trainer in strategic planning and deployment, process re-engineering, organizational behavior, HRD and HRM in manufacturing and service organizations and specially in engineering and construction consulting companies involved in EPC projects at national level including:

- Gueno Consulting Engineers,
- Zagross Automotive Company,
- ARSEH Consulting Engineers & Developers,
- Bavand Consultants, Architects & Planners,
- Tanavob General Contractor Co.
- Iran Tablo Co.
- International Consultants and Contractors Association of Iran,
- Atec Consultants,
- Shar, Research, Architectural and Construction,
- MANA Co, Consulting Architects, Planners & Engineers.

- Performance auditor and assessor for Mazandaran Regional Electrical Company
- Performance auditor and assessor for Guilan Regional Electrical Company
- QMS auditor in manufacturing and service organizations (10+ cases)
- QFD methodology implementer at National Broadcasting Organization (TV)

Scientific and Cultural Activities:

- Author of more than 80 articles in standards, quality, quality management, quality tools and quality culture topics published in Persian management magazines
- Trainer and lecturer of more than 60 courses and seminars in education, quality culture, organizational development, project management, QFD, human resources development and

management, strategic management and related fields for 150+ organizations, and trainer of about 3000 trainees since 1995.

- Developer of customized training programs in quality management and related fields including; quality culture improvement, re-engineering, self management, effective training, constructive relations management, team working,
- Member of Technical Committee of Middle East Quality Association International Congress
- Member of Steering Committee of Asian CAMP (Create Alignment to Maximize Performance)
- Co-author of “ Quality Function Deployment in Services” in Persian,
- Translator of six books: Six Sigma, Team Management, Project Management, Business Process Reengineering, Process Mapping, Reengineering The Organization, (in Persian and under publication)

Presentations:

Contribution at national, regional and international events in quality, organizational development, standards, culture and related fields in Iran and abroad in more than 40 cases including:

- Presentation at the First Int'l QM Conference “Quality and Culture”, Tehran-Iran, Oct. 1998,
- Presentation at the First Biannual Conference of Iran's Economy, “Knowledge-based Economy” Tehran- Iran, Nov. 2000,
- Presentation at the Seminar for Women and Dialogue of Civilizations “Women and Civilization” Tehran- Iran, Aug. 2000,
- Presentation at the First National Conference for Promotion and Development of Standards “Future and Standards” Tehran- Iran, Sep. 2000,
- Presentation at the Third Conference of EMS and QMS Auditors and Lead Auditors “Quality and Strategic Objectives”, Tehran- Iran, Nov. 2000,
- Presentation at the National Conference in Women's Right in Family “Mothers, Offering Managers to Society” Tehran-Iran, January 2001,
- Presentation at the First QM Conference of casting industry “Quality and Training”, Tehran-Iran, June 2001,
- Presentation at the First National Forum of Management Students “Management and Future Trends”, Tehran- Iran, Oct. 2001,
- Presentation at the Second National Conference for Promotion and Development of Standards “How to Enhance Product Quality by QMS” Tehran-Iran, January 2002,
- “Customer Satisfaction and QFD in Public Organizations” approved for presentation at the 8th World Quality Congress for TQM, Dubai-UAE, October 2003,
- Presentation at the 1st ANQ Congress & the 17th AQS “Customer Satisfaction by Applying QFD Methodology in a Broadcasting Organization” China, September 2003,
- Presentation at Seminar at Construction Engineering Association “Self Management”, Mianeh-Iran, February 2004,
- Presentation at the 2nd ANQ Congress & the 18th AQS " Interpersonal Skill Development Using QFD & BPR” **India**, August 2004,
- Presentation at the 1st International Conference of Project Management “Project Sustainability Management” Tehran-Iran, March 2005
- “Engineering Management Skills Development" approved for presentation at the 49th EOQ Congress in Antalya- **Turkey**, April 2005,
- Presentation at the 6th International Conference of Quality Managers “Role of Training in Quality improvement” Tehran- Iran, July 2005,
- Presentation at the 7th International Conference of Quality Managers “Quality and Strategy Deployment” Tehran- Iran, July 2006,
- Presentation at the 4th Regional Quality Convention, “Strategic Approach in Quality Management” Kathmandu- **Nepal**, August 2006,

- Presentation at the 1st Middle East Quality Association Congress, “Strategic Organization Structure” Dubai- **UAE**, March 2007,
- Presentation at the 8th International Conference of Quality Managers “Effective Strategy” Tehran-Iran, July 2007, (Invited Speaker)
- Presentation at the 13th APQO International Conference, “Strategic Organization Structure” Shanghai- **China**, October 2007, awarded as one of the best papers.

Affiliations:

- American Society for Quality (ASQ),
- Asia Pacific Quality Organization (APQO),
- Iranian Society of Quality Managers (ISQM) Establishing Committee, Executive Director and Board Member,
- Iranian Electrical Industries Quality and Productivity Association (IEIQPA),
- Iranian Project Management Association (IPMA).