



Consultant Registry Profile

Information

Consultant Name, Denise Haynes Company/Organization, Quiet Excellence
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Your Experience

Check all boxes that apply, be sure that narratives do not cause the Profile, including Disclosures to exceed two pages

Baldrige Criteria Examiner Experience: VA SPQA Other State Programs
Baldrige National Program Other

Narrative: Nine-year member of the Baldrige National Board of Examiners, including eight years as a senior and/or active alumni examiner. Served in the entire spectrum of examiner roles including category lead, scorebook editor, team leader, mentor to new examiners, and senior examiner coach. Multiple years of experience with all stages of the evaluation process – independent review, consensus, and site visit. Evaluated over 30 applications at the state or national level as an examiner. Multi-year history judging Baldrige-based applications at the state level, and also served as a Judge for the American Society for Quality's International Team Excellence Awards program.

Baldrige Criteria Training: Attended Delivered

Narrative: Highly regarded speaker on the subject of the use of the Baldrige Criteria for Performance Excellence – from small group presentations to national conference venues. Served as the team lead for the Baldrige National program's training scorebook team and trained examiners at the National level, as well as state and individual organizational programs. Also certified as a Master Black Belt for Lean/Six Sigma by the American Society for Quality.

Baldrige/Quality/Productivity Consulting experience: 5-10 years, 10 years plus

Narrative: Client services focus on FACT – Facilitation, Assessment, Consultation, and Training. Authored, co-authored, or edited ten applications at the state- or national-level in the role of organizational leader or consultant. Facilitated organizational leadership and management systems design, strategic planning, action planning, and

process improvements. Assistance to client organizations have included site visit preparation for award recipients at state and Baldrige National Quality Award levels, as well as specific recommendations for improvement which have taken organizational performance to the next level. Consultative services have helped leaders create organizational success, including cultural transformation, customer service enhancements, and criteria implementation. Training topics, including leadership development, and an entire toolbox of improvement methodologies, have received high praise from participants.

Sector Focus: Healthcare Manufacturing Government Service Education

Narrative: Master's of Science in Nursing and MBA, with 30+ years of experience in clinical and business aspects of health care. Consulting experience with Baldrige and Lean in all sectors, and at all phases of the Baldrige Journey Toward Performance Excellence.

Clients Past and Present

Please list no more than four Client organizations you have personally worked with where your Baldrige Criteria Expertise was applied

Organization 1: Pro-Tec Steel Coating Company, Leipsic, Ohio (2007 MBNQA recipient)

Organization 3: Union Hospital, Terre Haute, Indiana

Organization 2: Fleet Readiness Center, SW, San Diego, California

Organization 4: Defense Distribution Center, San Joaquin, California, 2006 CAPE Gold Level Award Recipient

Disclosures

Through posting this Profile, the Consultant certifies the information provided is correct and there are no criminal, civil, or other suspension and debarment actions associated with the Consultant or their organization that would cause undue harm to any client engagement resulting from this Profile. Furthermore, Client organizations must be informed that if the Consultant is engaged in a formal Virginia SPQA duty, the Consultant must recuse themselves relative to any current or future examination or deliberations associated with the Client organization.