

## **Anne Warner**

Anne Warner has over 20 years experience driving organizational improvement as a Program Manager, Project Manager, and Consultant in customer service, engineering, and manufacturing environments. She has managed worldwide programs for a Fortune 100 company, driven Black Belt improvement projects in software and customer service organizations, developed, lead, and audited programs for business partners, and trained teams and individuals in process improvement techniques and business excellence frameworks.

She currently works with organizations and companies to optimize results and sustain success through Performance Excellence as the Executive Director of the Granite State Quality Council, the lead trainer for the Vermont Council for Quality, and as an independent consultant and trainer.

Anne has been a member of the Malcolm Baldrige National Quality Award Board of Examiners since 2003. She completed her official term in 2009, including two years as a Senior Examiner and team leader, and continued her service as an Alumni Examiner in 2010. She has also served as a Judge and Senior Examiner/Coach for the Massachusetts Quality Award and as a Senior Examiner for the California Awards for Performance Excellence, the Granite State Quality Award and Recognition Program, and the Vermont Program for Performance Excellence.

She holds a BS in Computer Science from Worcester Polytechnic Institute, an MS in Quality Management Systems from Anna Maria College, has a Master's Certificate in Applied Project Management from Villanova University, and is an ASQ Certified Quality Manager.

You can find Anne on LinkedIn at <http://www.linkedin.com/in/annewarner>