

Capability Statement

INNOVATIVE QUALITY MANAGEMENT TRAINING
TO MEET ISO 9001 STANDARDS



Susan Gorveatte
President

100% woman owned



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Coaching, Training and Auditing

NAICS Codes

541611, 541613, 541614, 541618, 541690 -
Management Consulting Services
611430 - Professional and Management
Development Training

Professional Engagements

- Chair of the American Society of Quality (ASQ) Quality Management Division Content Management Committee for Training & Development
- Subject matter expert as part of the ASQ Certified Management of Quality/Operational Excellence Textbook Revisions Team
- An International member of the Technical Programming Committee for World Conference on Quality and Improvement (WCQI)
- 2016 ASQ World Conference for Quality & Improvement Speaker, Milwaukee
- 2019 SMART Customer Service Speaker, Washington, DC
- 2019 ASQ Audit Division Conference, Orlando
- 2020 ASQ Western Canadian Conference

Core Competencies

Demystifying the ISO 9001:2015 Quality Management Standard with proven curriculum development and training programs to improve business operations and overall efficiency.

- Professional ISO 9001 Coaching
- Evidence-Based ISO 9001:2015 Internal Auditing Services
- Proven ISO 9001: 2015 Gap Analysis Tools
- In-Person or Virtual ISO 9001:2015 and Quality Customer Service Workshops
- Engagement Training Workshops
- 2-day ISO 9001:2015 Internal Auditing Workshops

Differentiators

- 500+ companies trained across North America
- 1000+ Training participants in Quality Management and Quality Customer Service
- Specializing in service and manufacturing sectors including aerospace and automotive providers, non-for-profits, distributors and more
- Innovative client visits and interviews to ensure workforce engagement
- Turn-key ISO 9001 System Implementation through superior customized delivery attention and on-going communication
- Operates independently with partnerships available from a network of contractors
- Effective coaching skills to attain ISO 9001 Certification the first time, every time

Qualifications

- 25+ years' experience concentrating in Quality Management and Quality Customer Service.
- Lead Auditor Training: ISO 9001, AS9110B, AS9100, ISO 14001
- Certified Safety Officer
- Total Quality and Productivity Certificate
- Business Process Re-Engineering Certificate
- Bachelors of Commerce Entrepreneurial Studies
- Diploma in Small Business Management

What Customers Are Saying

“ I had the pleasure of moderating a session (Susan) presented at an ASQ World Conference a few years ago, and can attest to (her) energetic communication skills. - Daniel Zrymiak, ASQ Fellow, CSQE, PMP, PSM

“ I always recommend Susan's training to anyone looking for quality training. Her passion is kinetic and she is one of the best adult trainers I have had the pleasure to learn from. - Melissa Whiteland, Survival Systems Limited