

# Capability Statement

INNOVATIVE QUALITY MANAGEMENT TRAINING  
TO MEET ISO 9001 STANDARDS.



**Susan Gorveatte**  
President

100% woman owned



Halifax, Nova Scotia  
Windsor, Ontario



T: 902-434-9003  
C: 902-471-9003



susan@gorveatteconsulting.com



gorveatteconsulting.com

## 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 "Engage: A Tactical Approach to Quality Customer Service"
- 2019 SMART Customer Service Speaker, Washington, DC, "Engage: A Tactical Approach to Quality Customer Service"
- 2019 ASQ Audit Division Conference, Orlando, "Audit Like a Leader"

## 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.
- Automotive manufacturing hub experience in Detroit, MI
- Lead Auditor Training ISO 9001, AS9110B, AS9100C
- Safety Officer, OHES, QS-9000 Internal Auditor Training
- Total Quality and Productivity and Business Process Re-Engineering Certificates

## Publishing

Published in the North American Trade Journals, Windsor BizX (1997-1998), Moldmaking Technology (1998) and Quality Press (2016)

## 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