



## Consultant Registry Profile

### Information

Consultant Name, Jane Keathley      Company/Organization, Keathley and Company, LLC  
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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: Member, Board of Examiners for VA SPQA program every year since 2006. Examiner for Award and Recognition Program (6 years), as well as for Discovery Program (2 years). Served as Team Lead and Assistant Team Lead on multiple occasions; served as Scorebook Navigator 'Guru' (technical support) in 2012. Participated in multiple Site Visits and Follow-up Visits. Received Examiner of the Year Award in 2011.

Served as Examiner for Baldrige Performance Excellence Program (BPEP) in 2010 and 2011; participated in Site Visit in 2011.

Baldrige Criteria Training:  Attended  Delivered

Narrative: Attended Examiner Training every year since 2006 for VA SPQA program, and Criteria Training every other year. In 2011, served as Criteria Trainer, and in 2012, served as Examiner Trainer. Scheduled to serve as Trainer again in 2013.

Presented workshop 'Performance Outcomes Designed for Innovation', VA SPQA Forum, September 2012

Attended BPEP Examiner Training in 2010 and 2011.

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

*Narrative: Over 20 years experience in Quality profession at management level; oversaw Quality programs in medical device software development, clinical research, and pharmaceutical manufacturing organizations. In addition to Baldrige experience (above), implemented programs under ISO 9001 quality system standards and medical/healthcare quality system regulations.*

*Senior Member, American Society for Quality (ASQ) and member and PastChair of ASQ's Innovation and Value Creation Technical Committee. Frequent presenter at Quality Management conferences, including World Conference for Quality and Improvement 2010 and 2011, and Institute for Continual Quality Improvement 2011 and 2012. Author of multiple papers and articles on innovation and Baldrige themes.*

*Sector Focus:  Healthcare  Manufacturing  Government  Service  Education*

*Narrative: In addition to work-related experience in healthcare, manufacturing, and service organizations, have significant experience as Examiner of applications from all sectors.*

### **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: Medical Automation Systems, Inc; Charlottesville, VA (now Alere Informatics)*

*Organization 3:*

*Organization 2:*

*Organization 4:*

### **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.*