



Consultant Registry Profile

Information

Consultant Name, Jay Fadgen
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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: I have been associated with the Virginia SPQA since 2000 as either examiner, team leader, judge, or trainer. I have been on the Board of Examiners for the Baldrige National Program 1998 through 2007 and in 2009. I have been an external consultant for the VA Carey Award and the VHA Klzer Grant, Baldrige-based award programs, since 1998. I have been on dozens of site visits.

Baldrige Criteria Training: Attended Delivered

Narrative: I have provided training and led Workshops for the SPQA every year since 2004. In my consulting practice I have provided many dozens of training programs on the criteria. I have attended criteria training for the Baldrige National Program 1998-2007 and in 2009.

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

Narrative: I have over thirty years of management or management consulting experience, most at the federal Senior Executive Service level, leading and innovating in Department of Defense and federal civilian government organizations. I have managed a Baldrige-based independent consulting practice since January 2000.

Sector Focus: Healthcare Manufacturing Government Service Education

Narrative: Although not from the healthcare field, about half of my consulting experience over the last ten years has been with healthcare organizations--and most of that with the Veterans Healthcare Administration (VHA). My first career was with the federal government at a relatively senior management level. A substantial portion of my consulting work since 2000 has been with government organizations--federal, state, and local level. I have had several private sector clients, primarily in the service area.

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: Veterans Healthcare Administration

Organization 3:

Organization 2: Federal Consulting Group

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.