



Consultant Registry Profile

Information

Consultant Name, Michael J. Novak
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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:

Baldrige Criteria Examiner Experience: President's Quality Award - 1994-2000; Baldrige National Program - 2001-2003, 2006; Michigan Quality Leadership Award (Senior Examiner, Assistant Team Leader) - 2002-Present, including Examiner trainer 2009; U.S. Senate Productivity & Quality Award (Senior Examiner, Team Leader) - 2004-Present, including Examiner trainer 2007; Dept of Veterans Affairs Carey Award (Team Leader) - 2002-Present; U.S. Army Communities of Excellence (Senior Examiner) - 2004; Maryland Performance Excellence Award - 2008-Present.

Baldrige Criteria Training: Attended Delivered

Narrative:

Baldrige Criteria Training: Numerous sessions since 1994; most recently with Maryland Performance Excellence Award program, 2008.

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

Narrative:

Baldrige/Quality/Productivity Consulting Experience: Over 20 years experience in the Quality profession, including Quality Control Manager in a food processing company; Quality Assurance Specialist with Defense Logistics Agency, developing and implementing Defense procurement QA policies at the local, regional, and national level and training of DLA QA Specialists; Quality Analyst with Internal Revenue Service, developing and implementing Serviewide quality/productivity programs, and assisting IRS organizations in applying for quality/productivity awards. Assisted IRS Large & Mid-Sized Business Division in applying for Virginia SPQA in 2005 and 2006 (Medallion recipient in 2006). Assisted IRS Office of Procurement in applying for Maryland Performance Excellence Award (Bronze Award recipient in 2008). Write and speak extensively (including guest lecturer at University of Denver and Johns Hopkins University) on Baldrige Criteria usage and application of Knowledge Management solutions to improve quality/productivity. Co-Chair of Federal Knowledge Management Working Group, providing assistance and recommendations to federal government organizations in the implementation of Knowledge Management concepts and methodologies.

Sector Focus: Healthcare Manufacturing Government Service Education

Narrative: Primary Sector Focus is Government (41 year career as Naval Officer and Federal Civil Servant); Secondary Sector Focus is Service; Significant experience examining Healthcare, Manufacturing, and Education organizations.

Available for full time engagements November through early March; available for short-term engagements late March through early November.

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: Internal Revenue Service, Large & Mid-Sized Business Division

Organization 3: Federal Knowledge Management Working Group

Organization 2: Internal Revenue Service, Office of Procurement 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.