

## GUEST SPEAKER REQUEST

### Biography

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Joseph Diele is an Author, Trainer, and Consultant with more than 30 years of experience in large companies and startups. He has published a book, titled Sustainable Quality. The provides an innovative approach to making continuous improvement truly sustainable. Joe is known for driving positive change and improving quality. He has been on the cutting edge of new methods and practices and has consistently raised the level of maturity in the organizations where he has worked. Throughout Joe's career, he has been well-recognized for leading transformative change and building high performing teams. Joe's interests include examining culture as it pertains to quality and operational performance. Joe has a B.S. in Information Systems and M.S. in Management, with an emphasis in leading change. He graduated both degree programs with honors. Joe is also a certified as a Lean Six Sigma Black Belt and certified as an ASQ Expert Trainer.

### Why have me as a guest?

- Recent studies show that a key reason for the “Great Resignation” is due to toxic work cultures. Startups should recognize how a quality culture can become a powerful business strategy and inspire excellence.
- So many of today's managers have NO formal training in managing people. Could this contribute to why there is such a high level of workplace disengagement? Or, why there are toxic environments?
- I am passionate about creating an awareness about the powerful intersection between leadership, culture, and quality. This was the driving factor for writing my book, Sustainable Quality.
- I feel we have lost the recipe for what the function of quality really is and why it was important. It is typically not something that Founders think about until there is a major issue. But it should be. A couple major issues can kill a startup.
- The well-known quality models are all over 30 years old. I believe it is time to take a new look at how we approach quality. The Sustainable Quality Model fits the changing world we live today.

### Possible Topics:

- Sustainable Quality – What is it?
- Engagement and Incivility in today's workplace.
- Today's Management Problem.
- Leading people versus leading projects.
- Business impact of quality and how it affects the bottom line.

### Possible Questions:

- Why do so many continuous improvement efforts fizzle out? Why are they not continuous?
- So many myths and misnomers about quality. What is real and what is fiction?
- Are you a manager or a leader?
- Why is culture so important and how does it relate to quality?
- How do you improve employee engagement?

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