

Dr. Maria V. Stoletova

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MANAGEMENT EDUCATION

12/2003 Master of Science in Operations Management University of Arkansas, USA
07/2001 Master of Public Management (non-degree, one-year exchange) Carnegie Mellon University, USA

ENGINEERING EDUCATION

06/2002 Candidate of Science in Engineering Vladimir State University, Russia
(Equivalent to a U.S. Doctor of Philosophy Degree in Engineering)
08/2005 Master of Science in Industrial Engineering Wayne State University, USA
06/1998 Metrology Engineer Vladimir State University, Russia
(Equivalent to a U.S. Master of Science Degree in Engineering)

CERTIFICATION IN QUALITY

12/2013 ASQ Certified Six Sigma Green Belt American Society for Quality
06/2006 ASQ Certified Quality Auditor
12/2005 ASQ Certified Quality Engineer
10/2002 ASQ Certified Quality Manager

TRAINING IN QUALITY

05/2019 Quality Management Systems Lead Auditor SAI Global
(Exemplar Global certified training on ISO 9001:2015)
05/2013 ASME Section VIII, Div.1 and Section IX OneCIS, a Bureau Veritas Company
12/2008 Environmental Management Systems Lead Auditor BSI
(RABQSA certified training on ISO 14001:2004)
04/2007 Concept Engineering GOAL/QPC, USA
03/2006 Quality Management Systems Lead Auditor Omnex, USA
(RABQSA certified training on ISO 9001:2000)
04/2005 I-TRIZ Practitioner Ideation International, USA
01-04/2005 Lean Process Management Wayne State University

TRAINING IN TEACHING SKILLS

05/2018 Instructional Skills Workshop University of Calgary,
10/2016 Course Design Program, Integrating Peer Feedback in Taylor Institute for Teaching and
Collaborative Learning, Formative Feedback for Teaching Learning
Development, Introducing the Value Proposition Canvas and
Value Intelligence Quotient
09/2016 Navigating Conflict in the Classroom Wayne State University, USA
12/2009 Faculty Teaching Certificate
04/2009 Instructional Skills Workshop
06/2005 Active Learning: Making It Work in Your Classroom
- Designing and Grading Online Assignments
02/2004 Designing Effective Research Assignments
From Syllabus Creation to Assessment Design
Leading Effective Discussions
Power Point for Your Course: Creating Effective Presentations
Theory and Practice of Learning
Web Site Planning Primer
04/2005 Tutor Institute Wayne State University, USA
05/2001 Language and Culture for Teaching Carnegie Mellon University, USA

TEACHING EXPERIENCE

Instructor, Haskayne School of Business, University of Calgary, Calgary, AB *09/2007 - Present*

- Teach undergraduate courses in Operations Management, Business Analytics, Field Investigations in Operations Management, and Managing Quality
- Taught MBA courses in Managerial Decision Modeling and Operations Management

Teaching Assistant, Department of Industrial and Manufacturing Engineering, Wayne State University, Detroit, MI, USA *01/2004 - 08/2005*

- Taught recitation sessions in Probability and Statistics for Engineers (undergraduate course)

Instructor, Metrology and Standardization Department, Vladimir State University, Vladimir, Russia

- Taught courses in Metrology, Interchangeability, and Quality Management *09/2001 - 01/2003*

RESEARCH EXPERIENCE

Principle Investigator, Haskayne School of Business, University of Calgary, Calgary *08/2017 – 08/2019*

- Researched Open Educational Resources (OERs) for MGST 741 Business Process Improvement and Creative Problem Solving course; won a grant from Taylor Institute for Teaching and Learning to fund Research Assistants (two undergraduate and one MBA students)
- Implemented the change to Digital Pedagogy (on-line simulation) in the undergraduate OPMA 317 Fundamentals of Operations Management course

Research Assistant, Engineering Management Masters Program, Industrial and Manufacturing Engineering Department, Wayne State University, Detroit, MI, USA *02/2005 - 08/2005*

- Served as a mentor for a product development team at Ford Motor Company (electrical body modules and subsystems)
- Educated the team on quality improvement and innovation management methodologies
- Participated in benchmarking and focus group interviews with product development specialists
- Developed time and cost reduction strategies to streamline the requirements definition and testing stages of the product development process

Research Assistant, Department of Industrial Engineering, University of Arkansas, Fayetteville, AR, USA *01/2003 - 12/2003*

- Researched, analyzed and reported data on logistical and economic feasibility for trade of U.S. grain for Russian petroleum
- Examined compatibility of Russian and U.S. quality standards

Post-Graduate Student for Candidate of Science in Engineering Degree, Metrology and Standardization Department, Vladimir State University, Vladimir, Russia *07/1999 - 06/2002*

- Prepared and defended dissertation “The Research of Metrological Characteristics of In-Field Tests for Automotive Industry Products (Automobile Speedometers)”
- Served on the University’s Scientific Council

Metrology Engineer Intern, Avtopribor (Industrial Plant), Vladimir, Russia *Summers 1996, 97; Spring 98*

- Developed metrological assurance of quality control for a new type of automobile speedometers
- Prepared graduate thesis “The Development of Metrological Requirements for Acceptance Tests of Speed Measurement Devices” for Metrology Engineer Degree at Vladimir State University

ACADEMIC ADMINISTRATIVE EXPERIENCE

Deputy Dean in International Relations, College of Automobile Transport, Vladimir State University, Vladimir, Russia *09/2001 - 01/2003*

- Worked with the College faculty members to organize international conference on quality assurance in automotive industry
- Served on the University’s International Relations Council

MANAGEMENT CONSULTING EXPERIENCE

President, Integrated Quality Strategies Corp., Calgary, AB *07/2007 – Present*

- Managed Quality Assurance program at a medium-size manufacturer of oil and gas equipment
- Led the develop and implementation of Quality Management System for a medium-size training corporation
- Prepared medium-size electronics manufacturer for a successful ISO 9001:2008 registration

Quality Consultant Intern, BHD Technologies Inc., Saltsburg, PA, USA *Summer of 2001*

- Developed recommendations to eliminate root causes of scrap in a die-casting operation, contributing to client’s estimated savings of \$1,000,000
- Performed statistical process analysis and interviewed company employees

Management Consultant, Class Project, Carnegie Mellon University, Pittsburgh, PA, USA *Fall of 2000*

- Executed team consulting project to improve customer service in a community college
- Interviewed college management and employees, analyzed customer's feedback
- Presented project recommendations to college management

Standardization and Certification Consultant, Borisvet (Not-for-Profit Corporation), Vladimir, Russia

- Consulted with community and businesses regarding quality standards and certification of consumer goods *11/1996 - 02/1998*

MANAGEMENT EXPERIENCE

Vice-President, Family Center (Not-for-Profit Corporation), Vladimir, Russia *11/1998 - 01/2003*

- Developed organization's strategic plan, budget, and grant proposals
- Initiated and managed "Center for Quality and Economic Development," project to improve corporate quality practices
- Prepared training materials on quality management for not-for-profit corporations

Executive Director, Borisvet (Not-for-Profit Corporation), Vladimir, Russia *02/1998 - 11/1998*

- Managed public service projects, including the organization's personnel and financial accounts
- Developed grant proposals

ENGINEERING EXPERIENCE

Engineering Education Course Developer and Instructor, GOAL/QPC, Salem, NH / Utica, MI, USA

- Prepared reference materials on TRIZ *11/2006 - 05/2007*
- Participated in the business proposal preparation for TRIZ training at the General Electric (GE)
- Collaborated with the Public Health Foundation in research meetings on TRIZ applications

Quality Engineer/Auditor, MQVP Inc., Rochester Hills, MI, USA *09/2005 - 11/2006*

- Led the implementation and certification of MQVP to ISO/IEC 17025:2005 "General Requirements for the Competence of Testing and Calibration Laboratories"
- Served as ISO 17025 Technical Manager and conducted internal audits at MQVP® Vehicle Test Fit Centers in California and Pennsylvania
- Managed training curriculum (including web-based distance courses), instructor selection and preparation of marketing materials for the MQVP Quality College
- Performed engineering product analysis and conducted third party quality audits at four U.S.-based auto body parts manufacturers per ISO 9001:2000 "Quality Management Systems" and MQVP® product certification requirements (based on ISO/TS 16949:2002)
- Served as corporate representative in committees on the development of Early Warning Standards and Manufacturing Interoperability Standards at the Automotive Industry Action Group (AIAG)
- Developed instructional materials and delivered a two-day course on ISO/TS 16949:2002 "Quality Management Systems – Particular Requirements for the Application of ISO 9001:2000 for Automotive Production and Relevant Service Part Organizations." The client was a mid-size automotive supplier for the big three
- Managed the development and implementation of a web-based vehicle test fit reporting system

LEADERSHIP EXPERIENCE

Education Chair, ASQ Customer Supplier Division *07/2011– 06/2019*

Nominating Committee Chair, ASQ Calgary Section, AB *09/2007–06/2019*

- Recruit volunteers for various Board positions; oversee Section election process

Webinar Education Chair, ASQ Service Quality Division *07/2010–11/2018*

- Lead preparation of webinars and coordinate education projects

Membership Chair, ASQ Lean Division *07/2009– 06/2014*

- Participate in member recruitment and retention projects

Deputy Regional Director, ASQ Canada *07/2008– 06/2014*

- Support ASQ Canada Regional Director and ASQ Headquarters on all section management matters for Calgary, Edmonton and Vancouver sections

Examiner in 2007 Board of Examiners, Michigan Quality Council, USA

- Assessed application of a major healthcare provider against the Michigan Quality Award criteria modeled after the Malcolm Baldrige National Quality Award 01/2007 – 12/2007

Chairperson, Collegiate Chapter of the Society of Automotive Engineers, Vladimir, Russia

- Founded Chapter, organized thesis contest, led chapter meetings and performed routine management activities 09/2001 - 01/2003

Member of Executive Committee, ASQ Pittsburgh Section, PA, USA

- Served as Board Secretary, participated in projects on quality education 09/2000 - 06/2001

SELECTED PUBLICATIONS

Books:

The Quality Improvement Handbook, second edition (contributed section). ASQ, 2006, 242 pages.

Referred Journals:

“How Russian and U.S. Standards Impact Foreign Trade,” Quality Progress, Vol.38 #10 (October) 2005
“Russia’s Journey Toward Performance Excellence,” Quality Progress, Vol.34 #12 (December) 2001
“Systems Approach to Test Characteristics Research” (with co-authors), Quality Management Methods, #12 (December) 2000

Conference Publications:

“Managing Innovation in Higher Education: Practical Examples,” International Society of Professional Innovation Managers (ISPIM) Connects, Ottawa, ON, (April) 2019
“Adopting Digital Pedagogy in Management Courses,” 2019 Conference on Postsecondary Learning and Teaching at Taylor Institute, University of Calgary, AB, (May) 2019
“Inventive Problem-Solving OERs: From Students to Students,” 2018 Conference on Postsecondary Learning and Teaching at Taylor Institute, University of Calgary, AB, (May) 2018.
“Improving Supply Chain Management with TRIZ,” 15th Annual International Conference on Management, Athens Institute for Education and Research (ATINER), Greece, (June) 2017
“Quality Improvement through Innovative Solutions of TRIZ,” ASQ World Conference on Quality and Improvement, Orlando, FL, USA, (May) 2007
“Leveraging Success of Six Sigma Initiatives with TRIZ,” World Congress of the Society of Automotive Engineers, Detroit, MI, USA, (April) 2007
“Metrological Aspects of Six Sigma Applications,” World Congress of the Society of Automotive Engineers, Detroit, MI, USA, (April) 2006
“The Research of Metrological Characteristics of Quality Control Systems,” 3rd Annual Tech Summit, University of Arkansas, Conference Proceedings, Fayetteville, AR, USA, (April) 2003
“The Study of Variation in Test Systems for Automotive Industry Products,” Contemporary Problems of Quality Management for Automotive Products Production and Exploitation. 9th International Scientific and Applied Conference, Conference Proceedings, Vladimir, Russia, (May) 2002
“Contemporary Issues of Distance Education for Professional Testers,” Distance Education and New Educational Technologies. 2d Regional Conference on Scientific Methodology, Conference Proceedings, Vladimir, Russia, (March) 2002
“Quality Improvement of Test Processes for Automotive Industry Products on the Basis of Method “Six Sigma” (with co-author), Tests and Certification of Automobile Electrical Equipment and Electronics. Certification of Quality Systems on the Basis of ISO 9000 and ISO 14000. International Symposium, Conference Proceedings, Suzdal, Russia, (March) 2002
“Quality Management Systems for Automotive Suppliers” (with co-author), Tests and Certification of Automobile Electrical Equipment and Electronics. Certification of Quality Systems on the Basis of ISO 9000 and ISO 14000. International Symposium, Conference Proceedings, Suzdal, Russia, (March) 2002
“The Importance of Information Technologies for the Improvement of Quality and Technical Design of Automobile Electrical Devices,” Problems of Automobile Electrical Equipment and Electronics. Automobile Electrical Equipment: Design, Materials, and Technology. International Symposium, Conference Proceedings, Suzdal, Russia, (January) 2002

“Systems Approach to the Research of Test Characteristics for Automobile Speedometers” (with co-author), Measurements, Control and Informatization. International Scientific and Technical Conference, Conference Proceedings, Barnaul, Russia, (September) 2000

“The Influence of Temperature on the Accuracy of Quality Control of Automobile Speedometers” (with co-authors), Trends and Problems of Measurements. 6th All-Russian Scientific and Technical Conference, Conference Proceedings, Moscow, Russia, (November) 1999

Educational Materials:

Lecture notes on “Statistical Methods for Quality Management” (with co-author), Vladimir State University, Vladimir, Russia, 2003

Training materials “Quality Management in Not-for-Profit Corporation,” electronic publication of Family Protection Center (Not-for-Profit Corporation), Vladimir, Russia, 2002

Research Reports:

“Physical, Economic and Political Feasibility for Trade of U.S. Grain for Russian Petroleum,” Research project report, Department of Industrial Engineering, University of Arkansas, Fayetteville, AR, USA, 2003

“The Research of Metrological Characteristics of In-Field Tests for Automotive Industry Products (Automobile Speedometers),” dissertation and research summary, Vladimir State University, Vladimir, Russia, 2001

SELECTED PRESENTATIONS

04/2019 *“Managing Innovation in Higher Education: Practical Examples.”* International Society of Professional Innovation Managers (ISPIM) Connects, Ottawa, ON

05/2018 *“Inventive Problem-Solving OERs: from Students to Students”* Conference on Postsecondary Learning and Teaching, University of Calgary, AB

10/2017 *“Using TRIZ for Effective Audit Corrective Action Results”* 26th Annual ASQ Audit Division Conference, Dallas, TX, USA

06/2017 *“Improving Supply Chain Management with TRIZ”* 15th Annual International Conference on Management, Athens Institute for Education and Research (ATINER), Greece

05/2011 *“Solving Supply-Chain Problems with TRIZ”* 2011 ASQ World Conference on Quality and Improvement, Pittsburgh, PA, USA

11/2007 *“Effective Problem Solving through Innovative Solutions (TRIZ)”* ASQ Lexington Section, KY

05/2007 *“Quality Improvement through Innovative Solutions of TRIZ,”* 2007 ASQ World Conference on Quality and Improvement, Orlando, FL, USA

04/2007 *“Leveraging Success of Six Sigma Initiatives with TRIZ,”* 2007 World Congress of the Society of Automotive Engineers, Detroit, MI, USA

04/2006 *“Metrological Aspects of Six Sigma Applications”* 2006 World Congress of the Society of Automotive Engineers, Detroit, MI, USA

Presentations for ASQ Calgary Section, AB:

10/2018 *“Is Quality Still Free?”*

11/2017 *“Corrective Actions to Audit Findings with TRIZ”*

05/2016 *“TRIZ Inventive Principles for better Quality in Products and Services”*

03/2015 *“Solving Supply Chain Problems with TRIZ”*

02/2014 *“The Three Foundations of Quality”*

10/2012 *“How to “Sell” Quality to Upper Management”*

01/2012 *“Understanding Critical to Quality Requirements with Kano Model”*

06/2010 *“Improving Industry-Based Supply Chain Practices with TRIZ Problem-Solving”*
(Year-End Presentation)

02/2010 *“Economic Value of ISO Standards”*

10/2008 *“Leveraging Success of Six Sigma and Design for Six Sigma Initiatives with TRIZ”*

03/2008 *“Effective Problem Solving through Innovative Solutions (TRIZ)”*

12/2009 “*Improving Supply Chain Using Problem-Solving Methodology TRIZ: Industry Based Practices*” Presentation for OPMA Research Fair, University of Calgary, AB

“*Effective Problem Solving through Innovative Solutions (TRIZ)*”
03/2008 Presentation for Society of Automotive Engineers Calgary Sections, AB;
International Webinar, ASQ

09/2003 “*Grain for Oil: U.S. – Russian Foreign Trade,*” Center for Russian and East European Studies,
University of Pittsburgh, PA, USA

11/2001 “*The Development of the Free Market and Its Impact on the Quality of Life in Russia,*” Faith,
Dope and Charity. Purity and Danger in East European Politics and Culture. University of
London, England, UK

05/2001 “*Quality as a Factor of Russia’s Economic Development,*” World Russian Forum, New York
City, USA

04/2001 “*Quality as Basis for Integrating Russia into an Enlarging Europe,*” Midwest Slavic
Conference, Ohio State University, Cleveland, OH, USA

HONORS

OER project and its Research Team were featured in UToday (UofC daily newsletter) on
October 2nd, 2017. [https://ucalgary.ca/news/2017-18-open-educational-resources-grants-
recipients-announced](https://ucalgary.ca/news/2017-18-open-educational-resources-grants-recipients-announced)

Award: 2005-2006 Cecil C. Craig Award for outstanding technical and managerial papers, American
Society for Quality – Automotive Division. 06/2006

Alumna: 2000-2001 Russian-US Young Leadership Fellows for Public Service Program, a program of
the Bureau of Educational and Cultural Affairs of the U.S. Department of State and the International
Research and Exchanges Board (IREX). 07/2001

National Winner: First place, All-Russian Competition of Students’ Diploma Projects (theses), awarded
by the State Committee on Standardization, Metrology and Certification (GOSSTANDARD). 10/1998

PROFESSIONAL AFFILIATIONS

American Society for Quality (ASQ)

Order of the Engineer