

# Ryan Marsh

SERVICE QUALITY MANAGER

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 202-555-0120

 Chicago, Illinois, US

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## Skills

Power Point



Ms. Excel



Ms. Word



Illustrator



Photoshop



Premiere Pro



## Languages

English



French



Arabic



German



## Awards

Recognition Appreciation  
from CEO - Silver Award  
2019-2020

PT Allianz Life NY

Finalist of "Mahasiswa  
Berprestasi FISIP  
Universitas 2011 NY" -  
Social Society  
University of NY

PPA/ BBM Scholarship  
2009-2010  
University of NY

## Summary

Possess six years of professional experience as Service Quality. Comprehensive written and verbal communication skills. Ability to work independently as well as part of a team.

## Experiences

### Service Quality Assistant Manager

PT Allianz Life NY Jan 2017 - Present

- Create customer journey mapping for customer
- Identify service gaps in customer experience touchpoints and develop reinforcement initiatives to enhance customer experience
- Work closely with key stakeholders in sales, operation, and other workstreams to understand the challenges and customer pain points and provide insights for improvement
- Conduct customer experience survey
- Analyze reports, collect customer feedback and identify strategies to enhance customer experience

### Service Quality and Improvement Senior Staff

PT Dwidaya World Wide Jul 2016 - Dec 2016

### Service Quality Staff

PT Equity Life NY Feb 2015 - Jul 2016

### Service Quality Officer

PT Bank ANZ NY May 2013 - Feb 2015

## Education

### Social Science and Political Science Faculty

San Jose State University Sep 2008 - Jan 2013

## Projects

1. Staff Engagement - Listen To Customer Program (2017-2019)
2. Love Letter - Customer Testimony Campaign 2019

## Certifications

### Graphic Design and Digital Imaging

HelloMotion Academy May 2019 - Aug 2019

### Train The Trainee - Service Excellence Culture

Learning Resources Indonesia Mar 2018 - Mar 2018

# The High Quality Manager

**Zhijun Lin, Shizhong Yang**

## **The High Quality Manager:**

**Food quality management** Pieterneel Luning,Willem Marcelis,2025-07-21 Consumer understanding of food quality is crucial as their concerns for healthy safe and sustainable food production remain high This forces actors and stakeholders in the agribusiness and food industry to use quality management as a strategic approach in production and innovation This book describes Food Quality Management FQM in one integrated concept Firstly all relevant aspects of food quality management are combined into one FQM function model which shaped the structure of the book chapters Secondly the authors have embedded the techno managerial approach in the book This approach starts with the notion that food quality is the outcome of the combined effect of food behaviour and human behaviour The core principle of this approach is the concurrent use of technological and managerial theories and models to analyse food systems behaviour and people s quality behaviour and generate adequate improvements to the system Topics covered in the book include food quality properties and concepts essentials of quality management and food technology and details about food and human behaviour Furthermore this book describes in detail the technological and managerial principles and practices in the five FQM functions quality design quality control quality improvement quality assurance and quality policy and strategy Moreover for each function a special topic relevant for the function is highlighted namely consumer oriented design product versus resource control quality gurus and improvement quality assurance standards and guidelines like GMP HACCP ISO2200 IFS and BRC and Total Quality Management This publication is a must have for students researchers and agribusiness and food industry professionals active in various areas of food production in the supply chain The integrated approach with technological and managerial principles and concepts for analysing food quality management issues makes this a valuable reference book

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**Quality management manual for production of high quality cassava flour , Strategic Costs of Quality Management Systems in Chinese Business Enterprises** Zhijun Lin,Shizhong Yang,2023-07-11 This monograph presents up to date research on contemporary developments in costs of quality CoQ management in the context of China s business environment

The conceptual issues of strategic CoQ management are systematically examined in light of relevant literature on various industrial countries particularly China Current applications and experience of strategic CoQ management practices in some Chinese business enterprises are summarized based on field investigations and case studies This book is particularly relevant for quality control and financial management professionals and senior business executives helping them to comprehend the important role of strategic CoQ management and to practically adopt it in the enhancement of product and service quality and the improvement of business performance This book will also serve as an informative source for academic and vocational training programs on quality management and CoQ management in both developed and developing countries

### **Quality**

**Management Systems** Leo Kounis,2018-03-21 Quality management systems form an integral part of modern corporations Acknowledging current socio economic and environmental challenges quality standards ought to be dynamic and flexible so as to cater for different markets and requirements This book portrays a collection of international papers addressing current research and practice within the areas of engineering and technology health and education Amidst striving for zero defects cost effectiveness and tight financial budgets quality management systems ought to embrace the creator of them all humans as the ancient Greek Sophist Protagoras said Of all money Man is the measure Plato Theaetetus 166d

### **Project Quality**

**Management** Sui Pheng Low,Joy Ong,2014-04-29 The book presents the development of the Construction Quality Assessment System CONQUAS Singapore s de facto quality performance measurement system explains the application of the Quality Management System QMS to manage CONQUAS and identifies 33 critical success factors CSFs for achieving high CONQUAS scores Through CONQUAS the reader benefits from understanding how the Singapore government developed and implemented the first objective system for measuring what many building professionals have perceived to be elusive quality standards in the construction industry The book presents both the theoretical concepts as well as the practical aspects to achieving strategic Project Quality Management that is anchored on the CSFs to building best practices To realistically reflect the practical aspects and challenging issues faced by stakeholders in the construction industry questionnaire surveys were conducted with building professionals to distinguish the importance level and extent of adoption of the 33 CSFs identified from a comprehensive review of the extant literature in influencing and affecting the achievement of high CONQUAS scores These were further anchored by in depth interviews with quality experts in the Singapore construction industry to provide a better understanding of issues relating to strategic Project Quality Management Collectively the empirical findings collated from the building professionals suggest that while the CSFs identified are known tenets of quality these were still not being followed in their totality A further case study was conducted through a formal set of in depth interviews with the quality assurance team of a construction company who has direct involvement before during and after their tremendous improvements in the CONQUAS scores attained The strength of this book therefore represents a true account and reflections of real life practices and experiences in the construction industry for contractors quality managers

and policy makers to learn from Although the context of this book relates to the Singapore experience the lessons and recommendations are equally relevant and applicable to the global construction industry in both the developing and developed countries whose stakeholders in both the public and private sectors wish to understand how CONQUAS works and how the CSFs identified can likewise be implemented for strategic Project Quality Management to building best practices The book is therefore of interests to researchers academia and practitioners in the construction industry as well as in other sectors of the economy in Singapore and other countries where learning points may be used for enhancing project quality management for buildings

**Proceedings of the 23rd International Conference on Industrial Engineering and Engineering Management 2016** Ershi Qi,Jiang Shen,Runliang Dou,2017-03-07 International Conference on Industrial Engineering and Engineering Management is sponsored by Chinese Industrial Engineering Institution CMES which is the unique national level academic society of Industrial Engineering The conference is held annually as the major event in this area Being the largest and the most authoritative international academic conference held in China it supplies an academic platform for the experts and the entrepreneurs in International Industrial Engineering and Management area to exchange their research results Many experts in various fields from China and foreign countries gather together in the conference to review exchange summarize and promote their achievements in Industrial Engineering and Engineering Management fields Some experts pay special attention to the current situation of the related techniques application in China as well as their future prospect such as Industry 4.0 Green Product Design Quality Control and Management Supply Chain and logistics Management to cater for the purpose of low carbon energy saving and emission reduction and so on They also come up with their assumption and outlook about the related techniques development The proceedings will offer theoretical methods and technique application cases for experts from college and university research institution and enterprises who are engaged in theoretical research of Industrial Engineering and Engineering Management and its techniques application in China As all the papers are feathered by higher level of academic and application value they also provide research data for foreign scholars who occupy themselves in investigating the enterprises and engineering management of Chinese style

**Training, performance and dynamic capabilities: New insights from absorptive, innovative, adaptative and learning capacities** Juan Moreno-Garcia, Felipe Hernández-Perlines, Benito Yáñez-Araque, Murad Ali, 2023-07-04

**Quality Management for the Technology Sector** Joseph Berk, Susan Berk, 2000-06-30 There are many standards methods and perhaps most confusing but most importantly of all acronyms in use in the field of quality management and especially so in the field of technology based products From the seemingly simple concepts of ISO 9000 and the military MIL standards from which that grew to statistical and analytical methods like Statistical Process Control SPC the range of complexity and compliance is staggering What the average quality engineer or manager needs is a simple guide to what these are how they relate to one another and most critically how to take advantage of and implement the benefits of each

This book provides that guidance Written by a quality consultant with over 20 years experience in precisely these fields including work with the US Defense Department Boeing Lockheed Martin Raytheon and many other leading companies this book provides an easily digestible toolbox of solutions to quality and management problems for every engineer manager and even student looking for those answers for the medium to high technology sector manufacturing company This is a highly practical book which includes all the major topics in quality as well as case studies from relevant real world situations yet without the need to wade through reams of reference materials and international standards verbiage If you need to get to the bottom of problems like these you need this book Targetted at the Technology company engineer and quality managerHighly illustrated comprehensive subject coveragePractical examples and case studies used throughout **Management** Arthur G. Bedeian,1993 Total Quality Management Peratec Ltd,1994-04-30 Quality is a customer issue It arises because customers require products and services which not only meet their performance requirements but are satisfactory in terms of safety length of working life and pride of ownership In a manufacturing organization therefore the achievement of quality standards is not restricted to the production departments It extends to all parts of the business from conceptual design to marketing from order processing and distribution A quality product is not just a solidly made item dating from the days when Made in Britain distinguished goods from all the inferior products coming out of the emerging industries of the Far East It is a product which ranks high against all the criteria which sophisticated consumers now use to evaluate the things they buy If you agree with the argument that a company is much more likely to produce high quality if all departments are motivated to achieve high quality results then you already have a good understanding of the basic principles of Total Quality Management TQM But TQM is not a quick fix or a magic cure It is a management technique designed to involve all parts of the business in the pursuit of and commitment to the highest quality result By involving everyone from the Chief Executive to the most junior employee in the company s objectives in a way which means something in their particular job the company is well on the way to achieving the best results its workforce can achieve The high quality manager Alfred Tack,1982 Lloyd's Ship Manager ,1992 The Handbook of Modern Manufacturing Techniques William Jones,1998 This handbook provides an introduction to modern manufacturing techniques explaining their concepts and capabilities It covers employee empowerment total quality management quality systems ISO 9000 and QS 9000 total preventative maintenance just in time manufacturing computer simulations process re engineering and project management Essentials of Management Andrew J. DuBrin,2000 Information 5th ed Includes bibliographical references and index A Case Study of the Effects of Implementing Total Quality Management at Perry Printing Corporation and Implications for Adult Learning John Douglas Miller,1995 **Finance Chronicle and Insurance Circular** ,1896 Morriss's Trade Journal ,1899 Management of Alfalfa for High Quality Hay on Nonirrigated Lands of Northern Idaho Chester L. Canode,1957 Gas World ,1893

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## **The High Quality Manager Introduction**

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