

Office of the President



Roberto Saco

Chairman of the Board

Roberto Saco has many years of experience in quality. He has worked for American Express Company for 22 years, primarily in the financial services consumer

business. His areas of expertise consist of strategic planning, customer satisfaction measurement, operational process improvement and reengineering, performance assessments, Six Sigma implementation, organizational design, and business transformation initiatives. Saco was the vice president for business transformation and Six Sigma quality in the company's Latin America Division. He is now an independent management consultant with his own firm, Aporia Advisors, Inc., based in Coral Gables, Fla.

- Saco's prior work experience includes public administration as a planning analyst at a World Health Organization collaborative center where federal grants provided funds for a cadre of social science researchers and clinicians. While at the center, Saco programmed and patented the scoring of psychometric tests.
- Saco served as senior examiner for the Baldrige National Quality Award, and was instrumental in establishing a similar program for the State of Florida's Governor's Office. He is currently a judge for the Florida Governor's Sterling Award. These awards and their related initiatives foster performance excellence and competitiveness in the public and private sectors.
- Saco holds a Bachelor of Science degree in industrial engineering from North Carolina State University, a Bachelor of Arts degree in sociology and anthropology from Florida International University, a Master of Science degree in quality management from the University of Miami Graduate School of Business, and a Master of Science degree in organizational change from the HEC Graduate School of Management just outside of Paris, France.
- He has been an ASQ member for nearly 20 years.



Peter L. Andres

President

Peter L. Andres has been an ASQ member for more than 20 years. As ASQ president, Andres will focus on increasing member retention and enhancing the

value of membership by promoting opportunities for participation and involvement in leadership of the Society. During the coming year, he will expand ASQ's use of communication technologies to improve access and efficiency in conducting the business of the Society.

- Andres is the former chair of the ASQ Conference Board and a past chair of the Aviation, Space and Defense Division. He is an ASQ Fellow, a Certified Quality Engineer, and Certified Manager of Quality/Organizational Excellence.
- He has more than 25 years of experience in quality management, primarily in the aerospace industry. His areas of expertise include application of quality management systems, acquisition quality strategies, and process improvement methods. He is currently a quality engineer with Integrated Defense Systems at the Boeing Company in Huntington Beach, CA. He began working for Boeing Company in 1996.
- Andres' prior work experience includes the position of chief of the quality assurance branch with the C-17 Program Office at USAF Aeronautical Systems Center. He also worked with the McDonnell Douglas Corporation in managing the acquisition quality program objectives for production of this new generation transport aircraft.
- Andres holds a bachelor of general studies degree from the University of Cincinnati and earned a master of public administration degree from the University of Dayton.
- He is active in community service organizations, the Society of St. Vincent de Paul, and serves on the Citizens' Participation Advisory Board for the City of Huntington Beach.

Office of the President (continued)



E. David Spong

President-Elect

E. David Spong retired in March 2004 after a 43-year career in the aerospace industry. During his career he grew from a single contributor in the engineering and technical disciplines to leading large businesses for Boeing Company. His career culminated as president of Boeing Aerospace Support, leading this \$4 billion+ revenue, double-digit margin, and double-digit growth business to a 2003 Malcolm Baldrige National Quality Award for service. Prior to this assignment, as vice president and general manager, Spong led the Boeing Airlift and Tanker Programs to receive the 1998 Malcolm Baldrige National Quality Award for manufacturing.

Spong is the only two-time winner of the Baldrige Award for two different organizations in two different sectors.

- An engineer/scientist by training, Spong earned a Doctorate of Science degree in engineering from Washington University in St. Louis, Mo., and Master of Science degree in engineering from the University of Missouri at Rolla. He served an engineering student apprenticeship with the United Kingdom's prestigious Royal Aircraft Establishment culminating in an honors degree from the University of London, England.
- In addition to being an ASQ member, Spong is the chair of the Visiting Committee for Advanced Technology for the National Institute of Standards and Technology (NIST), and chairman of the Baldrige Foundation.
- Prior to working for Boeing Company, Spong was employed by the McDonnell Douglas Corporation, Curtiss Wright Corporation, and English Electric Aviation Ltd. in the United Kingdom.



James J. Rooney, P.E.

Treasurer

James J. Rooney has more than 30 years of quality management experience. For more than 10 years, Rooney has been the director of the Department of Energy Programs and the director of Quality Management and Lean Six Sigma Services at ABSG Consulting. His areas of expertise include process safety, risk management, quality, auditing, and risk assessment.

Rooney has been a member of ASQ for more than 25 years and is an ASQ Fellow. As well as serving on the board of directors, he is the chair of ASQ's Publications Management Board and certification chair in the Knoxville, Tenn., section.

- Rooney is a registered Professional Engineer with the state of Tennessee. He also holds many ASQ certifications including Biomedical Auditor, HACCP Auditor, Manager of Quality/Organizational Excellence, Quality Auditor, Quality Engineer, Quality Improvement Associate, Quality Process Analyst, Quality Technician, Six Sigma Green Belt, and Reliability Engineer.
- Rooney's previous experience includes almost 20 years as co-founder and vice president at JBF Associates. He made significant contributions to the advancement of education, research, and service activities related to process safety concepts and probabilistic risk assessment. He is a pioneer in application of common cause failure analysis to complex engineered systems.
- He holds two master's degrees from the University of Tennessee in business administration with concentrations in management and operations research as well as in nuclear engineering. He also has a bachelor's degree in chemical engineering from the University of Virginia.
- Rooney was named a Jack Daniel's Tennessee Squire in recognition of his contributions to the quality profession in the state of Tennessee.

Headquarters Executive Staff



Paul E. Borawski, CAE

*Executive Director and
Chief Strategic Officer*

Paul E. Borawski joined ASQ in 1986 as director of programs and technical services and was appointed executive director in 1988. In 2003 the board of directors acknowledged his increased responsibilities to lead the association in new directions by naming him chief strategic officer.

- He leads the organization to attain its vision. He provides for the ongoing exploration of ASQ's Living Strategy and assures the alignment of the organization's resources with the strategies and goals established by ASQ's board.
- Borawski is particularly focused on ASQ's community strategy and talent management and development.
- He guides and oversees ASQ Global business developments.
- Borawski was named one of *Quality Digest's* Most Influential People in Quality. In 2006, he received the European Organization for Quality's International George Borel Medal, and in 2008, he received the Council of Engineering and Scientific Society Executives (CESSE) Leadership Award.
- Borawski serves on the Better Business Bureau Foundation Board and is actively involved with the Conference Board.
- Borawski has done post-graduate work in business management at Eastern Michigan University, the University of Michigan, and Harvard University. Borawski is a Certified Association Executive (CAE).



Julie Gabelmann

*Managing Director and
Management Committee Chair*

Julie Gabelmann has more than 25 years of executive leadership and consulting experience in business and product development, operations management, and information technology. She joined ASQ in October 2008 as managing director and chair of ASQ's management committee.

- She has served as division president for bank products at Fiserv, Inc. headquartered in Brookfield, Wis., managing director and chief information officer at the American Automobile Association (AAA/CSAA) in Florida and California, and as senior consulting manager at KPMG based in Florida.
- Gabelmann is accountable for ASQ sales, market and business development, and for the day-to-day operation of ASQ headquarters, overseeing a staff of 200 professionals and an annual budget of \$40 million.
- She is specifically focused on developing new business opportunities for ASQ and delivering the highest value to ASQ members, customers, and communities alike.
- A native of southeast Wisconsin, Gabelmann studied secondary and special education at the College of St. Rose in Albany, N.Y., where she earned a Bachelor of Arts degree. She has continued post-graduate training in general business management. Gabelmann has a special interest in community philanthropy and serves on the Board of Directors for United Way in her local community.

Headquarters Executive Staff *(continued)*



Christopher D. Bauman
Managing Director

Christopher Bauman joined ASQ as controller in 1990. In his tenure with the Society he has been responsible for all financial planning for the \$40 million association, including

finance and accounting, purchasing, and facilities management. In 1995 he assumed responsibility for overseeing the Society's information technology.

- Bauman leads ASQ's global transformation plan, which includes establishing international offices.
- He also leads the Society's technology infrastructure and applications strategy including its transition to a new association management system.
- He came to ASQ from Roundy's Inc. where he held the position of manager of retail accounting services for 110 independent grocery retailers and 10 corporate-owned Pick'n Save stores. Prior to joining Roundy's, Bauman spent five years with PDQ Food Stores, serving last as corporate controller.
- A graduate of the University of Wisconsin-Oshkosh with a degree in accounting, Bauman is a certified public accountant in the state of Wisconsin. He is a member of the American Institute of Certified Public Accountants, Institute of Management Accountants, and the American Society of Association Executives.



Brian J. LeHouillier, CQIA
Managing Director

Brian J. LeHouillier joined ASQ in 1989 as the Society's director of customer services. In May 2003, LeHouillier was named to his current position as managing director.

- LeHouillier led the launch of the ASQ Learning Institute™, a comprehensive professional development resource.
- LeHouillier created and implemented ASQ's customer service strategy. The strategy included the centralization of key customer support functions, customer/management engagement programs, and a service quality performance measurement system. More than 60 associations benchmarked this practice.
- LeHouillier directed significant growth in ASQ's certification and learning offerings. He acted as executive champion for the Malcolm Baldrige National Quality Award Administrator contract and ASQ's standards development activities. He was also the Executive Director of the QuEST Forum, a unique collaboration of service providers and suppliers dedicated to telecom supply chain quality and performance.
- He earned his bachelor's degree in business administration and economics from the University of Wisconsin-Stout. He is a Certified Quality Improvement Associate and has been trained as a Six Sigma project champion.
- LeHouillier is a member of the American Society for Training and Development, LERN, Direct Mail Marketing Association, American Society of Association Executives, and Council of Engineering and Scientific Society Executives.

Headquarters Executive Staff (continued)



Michelle Mason, CAE
Managing Director

Michelle Mason joined the ASQ executive team in 2006 as a managing director. She has more than 16 years of experience in association management. Her

areas of special emphasis are membership value, which involves community models, engagement, and experiences; an increased awareness of the quality professional, quality disciplines, and practitioners; new business partnerships for cross-market innovations; and the Society's advocacy activities.

- Mason led the development of the Socially Responsible Organization (SRO) initiative. The goal is to create a movement to integrate the discipline of quality practices to social responsibility initiatives for bottom-line results.
- Mason came to ASQ from ASAE & The Center for Association Leadership in Washington, DC, where she served as vice president of strategic and future-focused research. She led the development of the best-selling publication *7 Measures of Success: What Remarkable Associations Do That Others Don't*.
- Mason is a Certified Association Executive (CAE), with an MBA from the University of Maryland, a second master's degree in management with a nonprofit concentration, and a Bachelor of Science degree in business administration with an emphasis in marketing from Strayer University. She was selected an Aspen Institute Ideas Fellow in 2008. She is a fellow of the American Society for Association Executives. Mason is a member of ASAE, Wisconsin Society of Association Executives, and Association Forum of Chicagoland and very involved in community service activities.



Laurel Nelson-Rowe, CQIA
Managing Director

Laurel Nelson-Rowe has more than 25 years of experience in marketing, editorial, publishing, association management, and executive management roles. In

May 2003, Nelson-Rowe joined ASQ as managing director. She has served at Greenspun Media Group, Las Vegas, as Internet media vice president, and worked for CMP Media/United Business Media, Perot Systems, and United Airlines in marketing, publishing, Internet media, conference, and editorial management roles.

- Nelson-Rowe's areas of emphasis are membership development and new member models; increased awareness of quality professionals; quality disciplines and practitioners; new business partnerships; quality knowledge management; and the Society's communications, Internet, Web activities and presence, and publishing services.
- She is instrumental in ASQ's brand visibility and is charged with championing ASQ's global brand transformation.
- She also works to enhance the value of relevance of ASQ's Quality Body of Knowledge (QBOK®) through strategic content management.
- A journalism graduate of Marquette University, Nelson-Rowe is a member of the Public Relations Society of America, the American Management Association, the American Society of Association Executives, the Council of Engineering and Scientific Society Executives, and Professional Dimensions. She is also on the board of directors of Hope House Milwaukee and Capitol West Academy, and is a Marquette University mentor and International Program host.



Headquarters Executive Staff (continued)



Robert Chalker

Managing Director, ASQ Global

Robert Chalker has more than 20 years of business leadership experience in the global market. He provides leadership to ASQ Global Development LLC, which develops and delivers memberships, products, and services for customers based outside of the United States. He is responsible for leading strategic planning, governance, and the Society's efforts to establish Enterprise members worldwide.

- Chalker came to ASQ in 2009 from the Society of Automotive Engineers International where he served as director of global development and strategic planning. He has extensive experience working with customers throughout Europe, Mexico, China, and India.
- He held prior leadership roles at Delphi Corp. for more than 20 years, working as the sales director and global customer manager, global sales manager, and engineering manager.
- He holds a bachelor's degree in industrial engineering from the University of Cincinnati and an MBA from Oakland University in Rochester, Mich.