

John Gilheaney, Project Manager

John has over 35 years experience working with organizations throughout North America helping them to improve operations, productivity, quality, customer service, environmental, health and safety performance. He has 8 years experience working for DNV (Det Norske Veritas) Certification, Inc. as a Senior Lead Assessor auditing quality, environmental, health, safety and security management systems against the ISO 9001, ISO 14001, OHSAS 18001, National Bio-solids Partnership (NBP) and Responsible Care® Standards and Technical Specifications. Some of the organizations he has worked with include, but are not limited to: Toyota, General Motors, Rohm and Haas, Alcoa, NASA, General Dynamics, Tyco Electronics, BP, Marathon Oil Company, Lucent Technologies, Caterpillar, City of Fort Worth and Rhode Island School of Design.

John has experience as a Quality Group Manager for the Principal Financial Group with responsibilities for Quality Control and Assurance, Customer Service and Quality Improvement efforts for TRUSTSTAR Retirement Services with locations throughout the U.S. In addition, John has 24 years of experience with Hoechst North America in Coventry, RI as an Operations Manager, Quality/Senior HR Representative, Quality/SPC Coordinator, Quality Team Facilitator and Operator. Working with employees teams for over 15 years; John has trained and facilitated groups that have significantly improved performance through the implementation of Quality Improvement and Lean Manufacturing tools and techniques.

John graduated from Rhode Island College with a BA in Labor Studies and received a MS in Total Quality Management from Anna Maria College. He is a Past President of the Rhode Island Chapter of the Association for Quality and Participation, and a co-founder of the Rhode Island ISO 9000 and ISO 14000 Roundtables. He has been an Instructor or guest lecturer at Roger Williams University, University of Rhode Island, Institute for Labor Studies and Research, Southern Massachusetts University, Bryant College, Community College of Rhode Island, and local regional meetings and conferences of the AQP and ASQ, on ISO 9000 and 14001 Standards, quality theorists, re-engineering and re-design, continuous improvement tools and techniques, statistical process control, employee involvement and labor relations.

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