



# Quality Excellence Improvement Coach / Trainer Leadership Profile



## George Craft

Performance and Process Improvement Coach and Trainer  
Lean Six Sigma Black Belt  
U.S. Environmental Protection Agency  
National Urban League

### EXPERIENCE:

#### Education, Leadership & Affiliations:

- M.S. of Management, Central Michigan University
- B.S. of Bio-Chemistry, Wilberforce University
- Certified Six Sigma Black Belt
- Certified Performance Excellence Trainer
- Administrator's Award of Excellence
- US Army Corps of Engineers
- Advanced Certified Mediator

#### Industry Experience:

- Consumer Services
- Strategic Planning
- Coaching and Consulting
- Government (Local, Federal and International)
- Environmental Services
- Workforce and Team Transformation
- Program and Project Management
- Contract Negotiation

### PROFESSIONAL BIO:

George is a tenured Performance and Quality excellence trainer and coach. His qualitative and quantitative background as a Scientist and International Quality expert has exposed him to current and emerging national affairs programs for global organizations. These activities include, but are not limited to soliciting and synthesizing strategic planning from key leaders, regional and corporate policy development, issues remediation, mediation and consensus building.

George is a certified and skilled in isolating and nurturing leadership capabilities to ensure compliance and mission attainment throughout the continuum. He has a proven track record of training and facilitating strong programmatic goal definition; customer experiences and identifying key performance indices that monitor true performance. As an award winning coach George connects equity amongst diverse audiences, including customers, grantees, sponsors, state and federal executives and officials. He partners with clients to redesign workflows and resources to achieve sustainable optimization and organizational transformation.