

**Keith A. Ryan, CMQ/OE, CQA, ABCP**  
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**PROFILE**

**HIGHLY EFFECTIVE AND EXPERIENCED PERFORMANCE EXCELLENCE LEADER**

**Drive operational performance levels to reduce cost / waste and improve execution**

Collaborative problem solver who uses data analysis, process improvement tools and techniques and soft skills to drive operational efficiencies in organizations. ASQ certified in Quality Management and Auditing.

Expert in designing, documenting, managing and improving business processes to maximize operational performance. Enthusiastic leader who always meets commitments with integrity. Expertise in:

- **Ethics and Compliance**
- **Risk and Opportunity Management**
- **Data Analysis and Trending**
- **Performance Management**
- **ISO 9001 / Lean Six Sigma / Process Improvement**
- **Project Management**
- **Proposal Support and Program Execution**
- **Vendor / Subcontractor Management**

**Security Clearance:** Current TS/SSBI

**EXPERIENCE**

**FCi Federal, LLC (acquired by PAE), Ashburn, Virginia**

**2/2015 to 09/2017**

FCi Federal is a \$250M company providing essential operational support services to the Government.

**- Quality Manager**

- Managed the quality program on two contracts (DHS, DoS), achieving the highest CPARS ratings
- Directed the company's quality management program certified to ISO 9001:2008; led successful annual and recertification audits; evaluate quality and efficiency of processes and procedures
- Participated in QA reviews of multiple programs; track and analyze key metrics; report performance
- Increased award fee 5% on a large contract by driving improved focus and quality in critical process areas
- Reduced timesheet corrections by 45% through a lean process improvement project
- Improved root cause analysis and corrective action processes resulting in enhanced program performance
- Chaired monthly program calls to train and coach program staff in quality assurance methods and tools
- Developed a standardized risk and opportunity management process for implementation across programs
- Conducted QMS orientation training for employees.

**Mission Essential Personnel, LLC, Herndon, Virginia**

**1/2011 to 10/2014**

Mission Essential is a \$500 million global professional services company.

**- Senior Director, Quality Assurance**

- Established and directed the companywide quality management program compliant to ISO 9001:2008
- Reviewed and applied Government QA regulations and standards to programs; participated in proposal and contract reviews
- Contributed to large IDIQ contract wins (\$9.7B, \$5.6B) as well as other key contract wins
- Facilitated DCAA audit activity; developed responses to audit findings; facilitated corrective actions
- Mitigated over \$5M in financial risk through contract compliance and property management audits
- Reduced test failures 48% by improving language testing processes

- Exceeded \$100K in savings through cost / benefit analyses and establishing new or improved operations and recruiting processes
- Established an internal quality audit program; executed process and compliance audits, root cause analysis and corrective / preventive actions
- Conducted audits for timekeeping and other FAR requirements for Compliance
- Managed, tracked and reported operational risks; drove improvements in the risk management process
- Tracked, monitored and reported performance of contract deliverables and key metrics to stakeholders
- Managed subcontractors; authored Statements of Work (SOW); monitored vendor performance
- Member of the Ethics, Audit and Risk Management committees.

**Lockheed Martin Corporation, Alexandria, Virginia**

**9/2008 to 11/2010**

Lockheed Martin is a \$42 billion global product and service provider to the U.S. government.

**- Quality / Mission Assurance Manager**

- As a function in the Program Management Office, interacted on a regular basis with all program functions
- Assisted with program transition to base year operations for a \$1.2 billion Government program
- Authored Quality Assurance Plans for Federal human capital and ITIL-based services programs
- Documented QA processes including auditing, corrective action, CDRL reviews, change management
- Conducted audits; managed audit activity; facilitated internal audit training for staff
- Chaired the Risk Management Board; identified risks and mitigation plans and tracked risks to closure
- Managed program Performance Excellence Plans to identify and track process improvement projects
- Participated on Change Control Boards to review and manage changes, eliminate defects
- Participated in establishing measurement methods for performance metrics; tracked and reported performance in Program Reviews
- Improved Award Fee 18% and reduced SLA costs 83%; co-authored Award Fee reports
- Assisted with requirements development for automated performance metric reporting
- Provided weekly activity reports and updates for the integrated master schedule
- Coached and mentored staff in quality management practices.

**STG, Inc., Reston, Virginia**

**8/2005 to 8/2008**

STG is a \$200 million information technology, systems engineering and integration firm.

**- Director, Quality Assurance**

- Directed quality system recertification to ISO 9001 on schedule and within budget
- Mentored a protégé organization through its recertification to ISO 9001
- Reduced department headcount by 25% (one FTE) by revamping audit and corrective action processes
- Created quality assurance surveillance plans (QASP) for programs
- Contributed to \$300M+ in new business contributing to proposals
- Assisted with program start-ups to ensure smooth transitions and high customer satisfaction
- Directed process action teams to improve processes and productivity
- Created and directed an internal quality audit program; directed a cross-functional audit team
- Managed corrective and preventive actions to plan improvements and resolve customer complaints
- Established and maintained organizational and department metrics
- Created and maintained an online process asset library (PAL) and measurement repository
- Chaired Executive Steering Committee meetings and QMS management reviews
- Interfaced with other business functions to identify and implement improved processes and reduce costs
- Created a quality-focused culture resulting in employee buy-in and improved morale
- Developed training content and conducted quality orientation training sessions for over 500 employees.

## **EDUCATION AND PROFESSIONAL DEVELOPMENT**

The Pennsylvania State University—BS, Business Logistics  
ISO 9001 Lead Assessor and Internal Auditing  
Lean Six Sigma Green Belt and Yellow Belt  
ITIL Foundation  
Examiner—U.S. Senate Productivity and Quality Award for Virginia (SPQA) (Baldrige model)  
Dale Carnegie Graduate—Public Speaking  
The Effective Facilitator (AMA)  
Business Continuity Planning  
Microsoft Office, Visio, Project, SharePoint, Lync

## **CERTIFICATIONS**

American Society for Quality - Certified Manager of Quality / Organizational Excellence (CMQ/OE)  
American Society for Quality - Certified Quality Auditor (CQA)  
GoLeanSixSigma - Lean Six Sigma Yellow Belt  
Disaster Recovery Institute International - Associate Business Continuity Professional (ABCP)

## **ASSOCIATIONS**

American Society for Quality (ASQ), Senior Member  
DC Software Process Improvement Network (SPIN)  
Disaster Recovery Institute International (DRII)