

David J. McClaskey, CQ Manager, CQIA, CQE

David McClaskey is a Performance Excellence consultant with 36 years of experience. David is a national Lean Six Sigma Master Black Belt, a Baldrige and Performance Excellence Expert and Consultant, and a Lean Manufacturing/Lean Enterprise Instructor and Consultant. He has taught 100s of Lean Six Sigma and Six Sigma Black Belts and Green Belts since 2002 for many organizations including Eastman Chemical Company, the Navy, Armed Forces Joint Commands, and American Society for Quality.

David McClaskey has taught lean classes and consulted on Lean related projects for organizations that include the Navy, Armed Forces Joint Commands, Eastman Chemical Company, Pal's Sudden Service, RPM Pizza (Domino Pizza's largest franchise), A & W Food Services of Canada Inc., Wellmont Health Care System, Northeast State Tech and 3M.

David is one of the few individuals to have the privilege of assisting SIX companies to win SEVEN Malcolm Baldrige National Quality Awards (about 10% of the total winners): Poudre Valley Health System (2008); University of Northern Colorado Monfort College of Business (2004 winner); Pal's Sudden Service (2001 winner); OMI (2000 winner); The Ritz-Carlton Hotel Company (1999 and 1992 winner); and Eastman Chemical Company (1993 winner). He also assisted one company, Florida Power and Light, to be the first company outside of Japan to win Japan's National Quality Award, the Deming Prize. He has taught over 4,000 managers how to apply and use Baldrige to improve their organizations. He has assisted four organizations to win Level 4 (highest level) of the Tennessee Quality Award, the latest being Wellmont Health System in 2007.

David served as one of nine Judges for the Malcolm Baldrige National Quality Award from 1999-2002. This is the panel of experts, appointed by the U.S. Secretary of Commerce, which selects the Baldrige winners. In addition to having served as a Baldrige Judge, he has served as a Judge for the Tennessee Quality Award (1993-1998; 2004-current), a Judge for the State of Georgia Quality Award (1998-2003), and a Baldrige Examiner (1988-91). He developed the original Baldrige Examiner training and trained the original 1988 Baldrige Board of Examiners. He also trained the original Board of Examiners for the States of Tennessee and Arkansas.

David is the President of Pal's Business Excellence Institute, an institute that teaches proven world-class performance excellence practices, with special emphasis on courses teaching about Pal's Sudden Service Baldrige-winning, world-class management practices. He frequently gives talks and teaches seminars on quality management around the U.S. as well as internationally. His two-day Baldrige course that teaches management how to use the Baldrige criteria to improve their organization has been especially well received. David has trained many writers of Baldrige applications and assessments. David has served as an internal Baldrige examiner for companies as well as train their examiners. David is a national instructor for ASQ and co-developed ASQ's 5-day "Introduction to Quality Management" course.