

BRIAN E. ZMOLEK

PROFESSIONAL EXPERIENCE

- 1996 – Present Independent Management Consultant
- 2006 – 2010 Winona Health Winona, Minnesota
Director of Quality – Winona Health Services
- Responsible for Quality Initiatives throughout Winona Health
- 1998 – 2006 State of Minnesota St. Paul, Minnesota
Planner Principal – Office of Enterprise Technology
- Oversaw marketing, customer relationship management and customer communication procedures
- Program Director* – Rochester Community and Technical College Rochester, Minnesota
- Responsible for customer relationship management and marketing efforts
- 1995 – 1998 Key Teknowledgy Corporation Rochester, Minnesota
Director of Marketing
- Directed the marketing efforts of a start-up business, which had revenues in excess of \$750,000 in the first year

ADDITIONAL PROFESSIONAL ACTIVITIES

- Baldrige Examiner/Senior Examiner/Alumni 2004-2010
- Minnesota Council for Quality Examiner/Lead Examiner 1996-2010
- Washington State Quality Award Panel of Examiner and Process Development (Mentor) 2008-2010

CLIENT EXPERIENCE

- St. David's Health Care – 2010-Present) – Worked with senior leadership team using the Baldrige Model to identify organization improvement opportunities, develop MBNQA applications, site visit preparation and support.
- Mayo Clinic – Cardiovascular Services – (2006-Present) – Worked with senior leadership team using the Baldrige model to identify organization improvement opportunities, develop MQA applications.
- Mayo Clinic – Health System (2004 – 2007) – Worked with senior leadership team using the Baldrige model to improved organizational effectiveness and efficiency

EDUCATION

- 1986 - 1991 University of Minnesota - Duluth Duluth, Minnesota
Bachelor of Arts – Economics