

## *Bio - Bryan K. Williams, CQA, Baldrige Examiner*

Bryan K. Williams is a consultant, trainer, and quality auditor, who focuses on the areas of service excellence and organizational effectiveness. His passion is “to serve others so they may better serve the world”. The concepts of world-class service, continuous improvement, and purpose-driven leadership are not unique to any specific industry; therefore, distinguishing your organization through exceptional service is not only possible, but a key competitive advantage as well.

Prior to this current venture, Bryan worked with the world-renowned Ritz-Carlton Hotel Company, LLC for almost 10 years. In his last role with The Ritz-Carlton, he was the Corporate Director of Training & Organizational Effectiveness. He assisted with setting and executing the global training strategy for the company, and for its corporate university, The Ritz-Carlton Leadership Center. As a trainer and consultant for The Leadership Center, he regularly traveled globally to teach the concept of “service excellence” in addition to providing consultation guidance. Over the last few years, Bryan has worked with over 60 organizations in industries ranging from Healthcare to Commercial Real Estate.

Before his corporate assignment, he was the Director of Training & Quality Management for The Ritz-Carlton, Atlanta, which is a AAA five-diamond property. In that role, he was responsible for all training and quality programs. He partnered with hotel leaders to develop and implement quality and performance improvement initiatives. He joined The Ritz-Carlton, St. Thomas in 1996, and was a contributing member of the hotel’s pre-opening team. Bryan held several positions at the St. Thomas property ranging from busboy to Director of Training & Development.

Mr. Williams attended the University of the Virgin Islands, where he received a Bachelor of Arts in Business Administration, and an Associate of Arts in Hotel and Restaurant Management. He also completed a Master of Arts in Education with a concentration in Adult Learning from the University of Phoenix. Currently, he is completing a Doctor of Management with a concentration in Organizational Leadership.

Bryan is a Certified Quality Auditor (awarded by the American Society for Quality), and is a member of the Board of Examiners for the Baldrige National Quality Program (BNQP). The BNQP administers the Malcolm Baldrige National Quality Award which is the highest recognition that a U.S. organization can achieve for performance excellence. It is awarded annually by the President of the United States to businesses from all sectors. As an examiner, Bryan is responsible for reviewing and evaluating organizations that apply for the award.

Bryan lives for service, and is very passionate about helping companies reach high levels of service and organizational excellence.