

# Biographical Note



**Manon Duclos**



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## **Manon Duclos, ing. M.Ing.**

Quality Councillor, Quebec Society for Quality (MQQ)  
Director, Canadian Society for Quality

Manon Duclos is a chemical engineer, graduated from University Laval, Québec in 1993 and member of Ordre des ingénieurs du Québec (OIQ) since 1995. She also has a Master in Engineering Management and more than 25 years of experience in manufacturing, services and public organizations. Her Master project was on the implementation of a creative problem solving process in a high-technology company.

She worked as a process engineer, project manager, quality assurance and environment director in the electronic industry. Recently, she was senior councillor and coach for high management at IBM and teacher in University of Sherbrooke. Well known for her teamwork collaboration and planning abilities, she puts effectiveness and efficiency at the heart of her practice.

She trained hundreds of people and gave many conferences in problem solving, creativity, lean, innovation and excellence culture. She is with the MQQ since five years where she is facilitating several Performance networks. She is also author of the guides: *Les sept clés pour réussir votre planification stratégique*, published in 2016 and *Le Cinq/35, 5 recettes et 35 ingrédients pour résoudre vos problèmes*, published in 2017 and *Stratège Qualité, Superhéros*, published in 2018.