

# Biographical Note



**Chris Hayes**



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## Chris Hayes

As CEO of Impact Performance Solutions, Chris provides vision and strategic direction ensuring the customer's voice is always the loudest. She is a proven business performance improvement leader and sought after speaker. Chris is a full spectrum coach and trainer with practical experience from the shop floor to the boardroom. She has partnered with companies such as Dannon, ITT, Pepperidge Farms, and Thermo Fisher where she utilizes integrated process improvement techniques that emphasize engaging the workforce, meeting objectives and sustaining results. She sits on the ASQ Board of Directors, has received the honor of ASQ Fellow and is currently Publication Chair for the Lean Enterprise Division. Chris has served in various management positions that focused on continuous improvement throughout her career including VP of Quality for Purple, Quality and Continuous Improvement Manager at Chromalox and Sr. Project Manager with the Manufacturing Extension Partnership under NIST. She has also served as adjunct faculty at Utah Valley University. Chris has an MBA as well as an undergrad degree in Project Management with certifications as an ASQ Certified Six Sigma Black Belt (CSSBB), Lean Six Sigma Master Black Belt (LSSMBB), Supplier Quality Professional (CSQP), Quality Engineer (CQE), Quality Auditor (CQA), Manager of Quality / Operational Excellence (CMQ/OE), Project Management Specialist, Human Resource Development specialist, Organizational Systems Improvement Specialist, as well as bronze certification in Lean (LBC). Chris specializes in working with organizations across the globe providing both Operational Excellence services and eLearning and blended training in the arenas of Lean (including Toyota Kata implementation), Lean Six Sigma, Strategic Planning & Deployment, Theory of Constraints, Training Within Industry, Sales and Marketing, project management, auditing, leadership development, quality / safety management system implementation, problem solving, statistics, ASQ certification prep, Balanced Scorecard / Hoshin Kanri, and visual workplace.

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