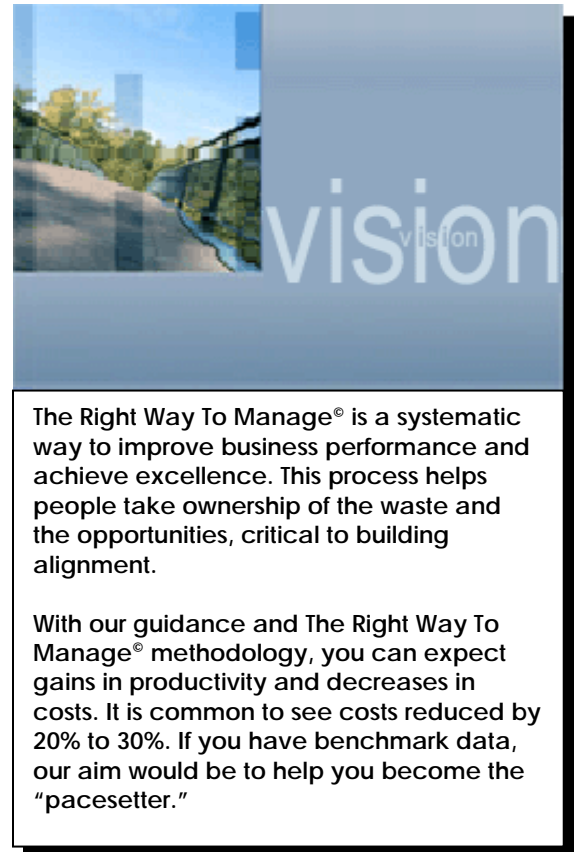


# About Us

William E. Conway is an acknowledged leader, author and speaker on business improvement. Since founding Conway Management Company in 1983, he and his associates have helped thousands of clients take advantage of hidden business opportunities.

Conway Management is an advocate of studying the work, identifying current and emerging needs, using statistical methods and improving human relations. Our cohesive, high caliber group of associates brings experience, energy and value to all engagements, consistently helping clients achieve staggering levels of improvement.

Our People — Conway Management founder Bill Conway, former President & CEO of a Fortune 500 company, has decades of business experience, and was the first western CEO to apply Dr. W. Edwards Deming's principles to the operation of a major enterprise. He has drawn from a wide range of industries to assemble a highly-knowledgeable staff with both quality management expertise and real world experience. Conway management's consultants and coaches know firsthand the tough day-in and day-out demands of the business world. And they are experts at helping organizations make the changes required for success so that you achieve and exceed your goals.



---

## Jody Ayers

Jody Ayers is the Vice President of Education and Training at Conway Management Company. Jody is responsible for leading teams to identify client needs and to develop appropriate products and services to meet those needs. An innovative developer of courses and associated materials, Jody has developed courses in facilitation, working with sponsors, leadership development, and Teams & Tools Training. She is well recognized as an outstanding and dynamic instructor by our clients.

Jody works with senior management in client organizations to explore and identify where change is needed in an organization and helps them develop strategies to realize that change.

Jody has worked extensively as a lead consultant/coach for clients in the supermarket, health care, food, hospitality, oil and oil field services, nuclear power, forest and building product industries as well as naval facilities, and government agencies at the federal, state and local level.

---

## Mike Gallimore

Conway Management's UK effort is led by Mike Gallimore, a former senior marketing manager at Nashua Corporation where he first worked with Bill Conway and learned the Deming approach.

After leaving Nashua and founding MGA, a management consultancy, Mike partnered with Conway Management in 1990 to bring The Right Way To Manage® to Europe, the Middle East and the Far East. Since then he has been responsible for teaching The Right Way To Manage® to over 10,000 people at all levels within organizations of all types and sizes. Mike currently spends more than 50% of his time working in the Middle East.

---

### Sheila Julien

Sheila Julien, a Senior Associate with Conway Management, draws on almost twenty years of business experience to help organizations achieve significant improvements in business results through process analysis, innovation, and effective change management. Sheila has strong systems experience. Her approach focuses first on the redesign of work processes, and second on the appropriate technology to support the re-invented process.

Sheila combines a strong background in finance, planning, process design, and change management to help organizations achieve breakthrough results in business. Since joining Conway Management, Sheila has helped companies in a wide range of industries, including banking, supermarkets, health care, chemical, construction, and manufacturing.

Sheila holds an MBA concentrating in finance and operations research from Cornell University; a Master of Arts in English; and a CPA.

---

### Ellen Kendall

Ellen Kendall works with a variety of clients, specializing in organization and process improvement, project management and team development. She has been involved in the quality and organizational improvement arena for almost twenty five years. Ellen's experience includes a wide variety of industry, consulting and education. Ellen worked for four years with a consortium of three organizations in Northwest Alaska — the Maniilaq Association (including the hospital), NANA, and the Northwest Arctic Borough. She also served as an internal quality management consultant for Norton Company, where she conducted seminars to the top 1,000 managers worldwide, advised the senior management team, provided ongoing education and training at all levels, and served as an in-house resource. She also served as the Assistant Director with the Management Development Center at The University of Tennessee, Knoxville, responsible for the Institute for Productivity Through Quality, an internationally recognized center for quality management education.

Ellen specializes in providing consulting services and training that enable organizations to successfully implement change management systems for continuous quality improvement.

Ellen holds a B.S., Honors College, from Michigan State University and an M.S. from the University of Tennessee.

---

### Mary Jane King

Conway Management is led by Mary Jane King, President. A member of the Conway team for over twenty years, Mary Jane has held positions in finance, sales and product development. She has been instrumental in developing products including The Quality Secret, the Waste Chasers series and Conway Charting Solutions Software.

A graduate of the University of Vermont, Mary Jane has a MBA from the University of New Hampshire and is a graduate of the University of Tennessee's Institute for Productivity Through Quality.

---

### John Petrie

Conway Management Canada is directed by John Petrie, a registered professional engineer in Ontario and a member of the Metropolitan Toronto Board of Trade and the American Society for Quality.

A Canadian pioneer in the implementation of teamwork, participative management and employee involvement, John has a solid business background, having held senior management positions in manufacturing, strategic planning, logistics and information systems with Petrosar, Canada's largest producer of primary petrochemicals. Since joining Conway he has worked with dozens of companies in manufacturing, finance, process industries, technology and professional services. He can be contacted through Conway Management headquarters.

---

### Glen Tichbourne

Glen is a lean systems, human capital and leadership facilitator, whose adept teaching, mentoring, problem solving & team-building abilities have benefited many globally competitive clients. His work in world-class manufacturing environments, delivering adult skills development, training, and facilitation and consulting, has

given him a unique perspective in the application of lean tools and techniques that result in effective business improvement & transformation for all sectors.

Glen is a 'Lean Guru' and industry recognized as a senior 'Master Trainer & Facilitator'. He has trained & mentored many successful Lean, Kaizen and Human Capital trainer candidates.

Glen's lean experience includes industries such as automotive, aerospace, military, steelmaking and casting foundries, cable assembly, food processing, high tech. machining, nuclear industry, woodworking, electronics and printing industries.

## Resources

**Products** — Publications — Video — Software — Work Sampling

**Training Overviews & Outlines**

**Newsletter**

**Blank Forms** — Team Charter — Project Plan — Meeting Minutes — Work Timer Analyzer — Data Collection Sheet

**White Papers & Other Media**

- New Ways to Prosper in a Time of Industry Consolidation & Cutthroat Pricing
- Improving The Sales Process

## Contact Us

Conway Management Company, Inc. — World Headquarters  
15 Trafalgar Square, Nashua, NH 03063-1989 USA

Toll free: 800.359.0099  
Telephone: 603.889.1130  
Fax: 603.889.0033

[www.conwaymgmt.com](http://www.conwaymgmt.com)