

Biography

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Dr. Manu Vora is Chairman and President of Business Excellence, Inc., a global quality management consulting service firm. He has over 35 years of leadership experience and has guided Fortune 500 companies with Malcolm Baldrige assessment in the areas of leadership excellence, customer satisfaction, employee engagement, and process improvement. He is a Past Vice President from the American Society for Quality (ASQ) National Board of Directors. He also served as a Chairperson for ASQ Chicago Section. He is an ASQ Fellow and Certified Quality Engineer (CQE). Manu served as a Chief Judge at the Illinois Team Excellence Award Program from 1993-1999. He is a member of Board of Examiners of the Global Performance Excellence Award Program since 2004. He has published over **40 articles** in professional journals and conference symposia. He is a sought after speaker on business excellence and quality management topics for local, regional, national, and international audiences. He has over **290 presentations** around the world in Africa, Asia Pacific, Caribbean & Central America, Europe, Latin America, the Middle East and the United States. In 2005, he authored "**Managing Human Capital**" chapter in the *Six Sigma for Transactions and Service* book published by McGraw-Hill.

Manu holds an MBA with Marketing Management from the Keller Graduate School of Management in Chicago, M.S. & Ph.D. in Chemical Engineering from Illinois Institute of Technology (IIT) in Chicago, and B.S. in Chemical Engineering from the Banaras Hindu University in India. As Adjunct Professor, he taught "Quality Management" and "Supply Chain Management" in the MBA Program at the Stuart School of Business at IIT in Chicago. He teaches "Quality Assurance Project Management" at the School of Continuing Studies at Northwestern University in Evanston, Illinois. As an Adjunct Professor, he teaches "Operations Management", "Supply Chain Management", "Change Management", and "Human Resource Management" courses at College of Business, Northern Illinois University's Executive, Professional and Evening MBAs, and Executive Education programs.

Manu received "2012 IIT Alumni Medal" from the Illinois Institute of Technology, "2011 Ellis Island Medal of Honor" from the National Ethnic Coalition of Organizations (NECO) in New York, and "2010 The President's Call to Service Award" for his lifetime of volunteer service from the US President's Council on Service and Civic Participation. He has been recognized with numerous honors from ASQ: "2010 Distinguished Service Medal", "2005 Jack Lancaster Medal", "2001 Grant Medal" and "2002, 2001, 1996 & 1995 Testimonial Awards"; "1994 Joe Lisy Award" and "1993 Founder's Award" from ASQ Chicago Section. He received "2008 Asian American Community Leadership Award" from the Office of the Clerk of the Circuit Court of Cook County, Chicago. He received "2004 Professional Achievement Award" and "2000 International Alumni Leadership Award" from IIT. He gave the 2003 Commencement Address at his alma mater at the Keller Graduate School of Management's Milwaukee Center. He received "1992 Annual Merit Award" from the Chicago Association of Technological Societies. At AT&T Bell Laboratories and Lucent Technologies, he has been recognized with many awards – most notably Employee Excellence Awards, advancement to Distinguished Member of Technical Staff and Technical Manager positions. Manu received "2000 Paul Harris Fellow Medal" from the Rotary Foundation of Rotary International and "1990 Distinguished Service Award" from Save The Children Federation. He is listed in "Who'sWho in the World", "Who'sWho in America", "Who'sWho in the Midwest", "Who'sWho in Science and Engineering", "Who'sWho in Finance and Business", "Who'sWho in Business Higher Education", and "American Men and Women of Science". He received the prestigious J. N. Tata Endowment Scholarship in India for his graduate work in the United States. As a founding Director and President of Blind Foundation for India, Manu and his team has raised over \$3.5 million to help over a million visually impaired people in India.