

# DR. MYRA ELLEN EDELSTEIN, Associate Professor

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## EDUCATION

### UNIVERSITY OF MASSACHUSETTS, AMHERST, MA

- Doctor of Education, Organization Development 1993
- Master of Science, Health Policy & Management 1986
- Bachelor of Science, Community Public Health 1983

### ASSOCIATION OF CERTIFIED ANTI-MONEY LAUNDERING SPECIALISTS, MIAMI, FL

- Achieved Certification as an Anti-Money Laundering Specialist (May, 2006) 2006

### REGISTRAR ACCREDITATION BOARD, MILWAUKEE, WI

- ISO 9000 Quality Systems Lead Auditor Certificate #Q05508 1997-2003
- ISO 14000 Environmental Systems Provisional Auditor Certificate #E051773

### SUPPLIER QUALITY REQUIREMENTS TASK FORCE, DETROIT, MI

- QS 9000 Automotive Sector Specific Auditor Certificate #97-432 1997

### EXCEL PARTNERSHIP, SANDY HOOK, CT

- ISO 14000 Environmental Management Systems Lead Assessor Certificate #330 1997

### STAT-A-MATRIX INSTITUTE, EDISON, NJ

- ISO 9000 Quality Systems Lead Assessor Certificate #L-4550 1994

### OXFORD CENTER FOR POSTGRADUATE HEBREW STUDIES, OXFORD UNIVERSITY, ENGLAND

- Certificate of Yiddish Studies (Scholarship & Award recipient) 1990

## EXPERIENCE

### SALVE REGINA UNIVERSITY, NEWPORT, RI – Associate Professor

2000-present

#### Department Chair & Associate Professor, Business Studies & Economics

2009-2013

#### Graduate Program Director, Business Studies & Economics

2001-2011

- Responsible for all phases of smooth department operations. Plan, teach & evaluate a variety of graduate and undergraduate business courses including: Global Business, Business Research Methods, Management & Organization Behavior, Environmental Management, Creative Problem Solving, etc.
- Provide academic/career counseling and advising to undergraduate and graduate students
- Serve on university committees: Mission Committee, Advisory Committee to the Office of Academic Grants and Conferences, Committee on Faculty Responsibilities, Library Committee, Faculty Development Committee, Information Literacy & Teaching Across the Curriculum Committee
- Assist in meeting accreditation guidelines for the International Assembly of Collegiate Business Education (IACBE) and the New England Association of Schools and Colleges (NEASC) in preparation for successful accreditation evaluations

### ITS INTERTEK SERVICES, BOXBOROUGH, MA

1997-2002

#### Lead Auditor & Certification Authority

- Lead and perform quality management system audits throughout the USA & Mexico. Industries include: manufacturing, service, metal fabrication, telecommunications, electronics, plastics, leather, aerospace, commercial printing, etc.
- Manage and conduct internal audits and technical training in the USA, Canada, Japan, Korea & Thailand
- Present ISO 9000, ISO 14000 & QS 9000 quality management seminars to national and international audiences

### KEMPER REGISTRAR SERVICES, FLEMINGTON, NJ

1995-1997

#### Auditor & Healthcare Technical Expert

- Perform ISO 9000 pre-assessment & certification audits nationwide in manufacturing and service industries
- Extensive marketing, keynote addresses, & sales presentations to prospective clients nationwide

### WORCESTER STATE COLLEGE, WORCESTER, MA

#### Assistant Professor, Health Sciences

1994-1995

- Developed & taught a variety of public health courses; conducted academic & career advising; served on committees, performed additional scholarly activities & community service

- UNIVERSITY OF MASSACHUSETTS, AMHERST, MA**
- Adjunct Assistant Professor & Senior Health Educator, University Health Center** 1992-1994
- Health Educator & Course Instructor, University Health Center** 1990-1992
- Teaching Assistant, University Health Center** 1987-1990
- Designed curricula, taught and evaluated undergraduate public health courses; supervised graduate & undergraduate independent studies; supervised health education service learning programs; recruited, trained, supervised & evaluated more than 400 peer educators in small group, communication, public speaking, and health education techniques.
  - Successfully coordinated, supervised & evaluated more than 1200 educational events over 7 year period
- VALUES PRESS, SUNDERLAND, MA** 1992-1994
- Manager**
- Responsible for all phases of book production, sales and accounting for this small, mail-order publishing house.
- AMHERST COLLEGE, AMHERST, MA** 1990-1995
- Consultant**
- Conducted customer satisfaction evaluation for Office of Career Counseling
  - Coordinated & facilitated alcohol server liability training program for more than 300 participants
  - Trained 30 peer educators in stress management workshop techniques
  - Facilitated stress management seminar for 200 undergraduates
- UNIVERSITY OF MASSACHUSETTS, AMHERST, MA** 1984-1988
- Research Assistant, School of Education**
- Project Manager/Research Assistant, School of Public Health**
- Wrote grant proposals, managed project budget, managed daily operations, assisted in writing customer satisfaction & healthcare utilization surveys, supervised data collection staff, data coding & analysis.
- EMBOSSING MACHINE SERVICE & EMBOSSING CORPORATION OF AMERICA, PEABODY, MA** 1977-1984
- Expditer/Assistant to the General Manager**
- Performed a variety of managerial & administrative tasks & projects in this machine shop and leather embossing plant

## HONORS & AWARDS

- Presidential Special Projects Award: The Taiwan Experience, Salve Regina University, Newport RI 2008
- Presidential Appreciation, Salve Regina University, Newport RI 2005
- Presidential Recognition, Salve Regina University, Newport RI 2004
- Sigma Beta Delta, National Business Studies Honor Society 2001-Present
- Certificates of Appreciation/ Goodwill Ambassador, Naval Staff College, Newport RI 1999-2000
- American Society of Quality Control, RI Section Certificate of Thanks 1997
- New England Quality Control Conference Certificate of Appreciation 1997
- Marquis Who's Who in America; Marquis Who's Who in the East; & Marquis Who's Who in the World 1997-Present
- Distinguished Teaching Award Nominee, University of Massachusetts at Amherst 1990 & 1993
- National Mini-grant for Creative AIDS Education, American College Health Association 1992
- Albert E. & Lillian C. Marks Literary Prize, Oxford University 1990
- Insurance Education Certificate, Health Insurance Association of America 1987
- Certificate of Appreciation, American Red Cross-Northeast Region Blood Services 1982

## PROFESSIONAL MEMBERSHIPS

- Association of Certified Anti-Money Laundering Specialists
- American Society for Quality; Eastern Academy of Management

## INTERESTS

- Concert Flutist, Tropical Birds, Marine Aquaria, Jewelry Making, Cake Decorating, Quilting, Paper Crafts

## SELECTED PUBLICATIONS, CONSULTING, SPEAKING & CONTINUING EDUCATION ENGAGEMENTS

- Edelstein, M.E. (2013, August). *Salve Regina University Collegium X*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.
- \_\_\_\_\_. (2013, August). Consulting Assessment Project on Graduate Capstone Papers. School for International Training, Brattleboro VT and Washington DC.
- \_\_\_\_\_. (2013, June). Keynote Address. *Stress Management Through Humor & Choice*. Presented at the Meeting of the Ocean State Project Management Institute. Newport, RI.
- \_\_\_\_\_. (May, 2013) with Dr. Nadia Abgrab. Co-Presenter. "Making It Real" - The evolution of teaching through class projects: from community service to service learning to discipline-based consulting. Sponsored by Salve Regina University Center for Teaching and Learning.
- \_\_\_\_\_. (2013, May). Quoted in an article, "Catholic Identity Remains Strong on College Campuses" written by Laura Kilgus, published in *Rhode Island Catholic*. Published May 16, 2013.
- \_\_\_\_\_. (2013, April). Participant. Social Enterprise Ecosystem and Economic Development Summit. Brown University, Providence, RI.
- \_\_\_\_\_. (2013, April). Participant. Annual Meeting of the International Assembly of Collegiate Business Education. Orlando, FL.
- \_\_\_\_\_. (2013, March). Site Assessment Team Leader. International Assembly of Collegiate Business Education. Medaille College, Buffalo, NY.
- \_\_\_\_\_. (2012, August). *Salve Regina University Collegium IX*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.
- \_\_\_\_\_. (2012, July). Special Lecture. *Creative Problem Solving*. Presented to Visiting Students from China. Sponsored by Salve Regina University. Newport, RI.
- \_\_\_\_\_. (2012, May). Keynote Address. *Do What You Value & Value What You Do*. Meeting of the Information Systems Audit and Control Association (ISACA). Newport, RI.
- \_\_\_\_\_. (2012, April). Participant. International Assembly of Collegiate Business Education. Kansas City, MO.
- \_\_\_\_\_. (2011, October). Site Assessment Team Member. New England Association of Schools & Colleges (NEASC). Les Roche International School of Hotel Management, Crans-Montana, Switzerland.
- \_\_\_\_\_. (2011, August). *Salve Regina University Collegium VIII*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.
- \_\_\_\_\_. (2011, July). Special Lecture. *Creative Problem Solving*. Presented to Visiting Students from China. Sponsored by Salve Regina University. Newport, RI.
- \_\_\_\_\_. (2011, June). Keynote Address: *Quality Management & Creative Problem Solving*. Presented at the Meeting of the Ocean State Project Management Institute. Newport, RI.
- \_\_\_\_\_. (2011, March). Participant. Annual Meeting of the International Assembly of Collegiate Business Education. Las Vegas, NV.
- \_\_\_\_\_. (2010, June). Keynote Address: Quality Matters – Improving Quality Improvement. Presented at the Meeting of the Ocean State Project Management Institute. Newport, RI.

\_\_\_\_\_. (2010, August). *Salve Regina University Collegium VII*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.

\_\_\_\_\_. (2009, August). *Salve Regina University Collegium VI*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.

\_\_\_\_\_. (2009, June). Keynote Address: Quality Matters – Improving Quality Improvement. Presented at the Annual Meeting of the Connecticut Chapter of the American Association of Healthcare Administrative Management. Westbrook, CT.

\_\_\_\_\_. (2009, April). Salve Regina University Representative. Annual meeting of the Rhode Island Women in Higher Education organization. Newport, RI.

\_\_\_\_\_. (2009, March). Panelist. National Women’s History Month Panel Discussion: “Women Making History Today.” Salve Regina University, Newport, RI.

\_\_\_\_\_. (2008, November). Guest Speaker: The Joy of Lifelong Learning – Values Clarification & Quality. The Conferment Dinner of the Rhode Island Chapter of the Chartered Property & Casualty Underwriters. Warwick, RI.

\_\_\_\_\_. (2008, October). Keynote Address: Quality Matters – Inspiring Quality Improvement. Annual Meeting of the Massachusetts Association of Patient Account Management. Newport, RI.

\_\_\_\_\_. (2008, August). *Salve Regina University Collegium VI*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.

\_\_\_\_\_. (2008, February). Member and Faculty Sponsor. Toastmasters International. Salve Regina University, Newport RI.

\_\_\_\_\_. (2008, January). Speaker. *Surviving Heart Disease*. Leading Ladies of Rhode Island - American Heart Association. Providence RI.

\_\_\_\_\_. (2008, January). Speaker. *Surviving Heart Disease*. Leading Ladies of Rhode Island - American Heart Association. Providence RI.

\_\_\_\_\_. (2007 – 2010). Member, Advisory Board. Rhode Island Mentoring Partnership, Warwick, RI.

\_\_\_\_\_. (2007, August). *Salve Regina University Collegium V*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.

\_\_\_\_\_. (2007, November). New England Association of Schools and Colleges. Evaluator for site visit to Saint Joseph’s College, West Hartford, CT.

\_\_\_\_\_. (2007, September). *Strategic Planning Seminar*. Facilitator. Bank Newport. Newport, RI

\_\_\_\_\_. (2006, July). Participant: Aspen Institute - Wye Faculty Seminar on “Citizenship and the American Polity.” Queenstown, MD.

\_\_\_\_\_. (2006, July). *Do What You Value & Value What You Do*. Lecture presented at the Newport County Chamber of Commerce – Women’s Business Networking Group, Newport, RI.

\_\_\_\_\_. (2006, August). *Salve Regina University Collegium VI*. Co-planner, co-facilitator and participant in the faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University Office of the V.P. Mission Integration.

\_\_\_\_\_. (2006, April). *Do What You Value & Value What You Do*. Lecture presented at the Newport County Women’s Business Network, Newport, RI.

- \_\_\_\_\_. (2006, March). *Board Development Training Seminar*. Planner & Facilitator. Portsmouth Public Education Foundation, Portsmouth, RI.
- \_\_\_\_\_. (2005, Fall). Collegium & Salve Regina University Faculty Mini-Collegium: A Personal Account. *Collegium News*, 1(18), 1-2.
- \_\_\_\_\_. (Fall 2005 & Spring 2006). Participant. Discussion series on Mercy (chaos & rescue) as applied to academic disciplines. Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2005, August). *Salve Regina University Collegium III*. Co-planner, co-facilitator and participant in the third faculty retreat to discuss the meaning of teaching at a Catholic university. Sponsored by Salve Regina University and held at Our Lady of Peace, Narragansett, RI.
- \_\_\_\_\_. (2005, June). *Global Ethics Conference: Business Ethics*. Panel discussion moderator and participant. Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2005, February). *Writing Across the Curriculum Workshops*. Participated in a series of faculty development workshop sessions to improve knowledge and skills in the area of writing across the curriculum. Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2005, January). *Inside a Rhode Island MBA: The Role of the Personal Statement*. Lecture presented at Inside a Rhode Island MBA sponsored by Princeton Review, Providence, RI.
- \_\_\_\_\_. (2005, January). *Strategic Planning & Strategic Management*. Seminar presented at the meeting of Women in Business sponsored by the Newport County Chamber of Commerce, Newport, RI.
- \_\_\_\_\_. (2004, November). New England Association of Schools and Colleges. Evaluator for site visit to Massachusetts Maritime Academy, Buzzards Bay, Massachusetts.
- \_\_\_\_\_. (2004, September). *Forum on Women in Business*. Panelist sponsored and televised by the Providence Business News, Providence, RI.
- \_\_\_\_\_. (2004, August). *Salve Regina University Collegium II*. Co-planner, co-facilitator and participant in the second faculty retreat to discuss the meaning of teaching at a Catholic university sponsored by Salve Regina University and held at Our Lady of Peace, Narragansett, RI.
- \_\_\_\_\_ & Sylvia, B. (2004, June) *Board Development Training Seminar*. Co-planner and co-facilitator. Sponsored by Newport County Chamber of Commerce, Newport, RI.
- \_\_\_\_\_. (2004, June). *Global Ethics Conference: Business Ethics*. Panel discussion moderator and participant sponsored by Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2004, May). *Eastern Academy of Management*. Conference participant. Providence, RI.
- \_\_\_\_\_. (2004, January). *Salve Regina University First Annual Collegium*. Co-planner, co-facilitator and participant in a faculty retreat to discuss the meaning of teaching at a Catholic university sponsored by Salve Regina University and held at St. James on the Sakonnet, Tiverton, RI.
- \_\_\_\_\_. (2003, November). *Special Topics: The Cuba Experience*. Faculty sponsor and course facilitator for a group of MBA students studying the business and economics of Cuba.
- \_\_\_\_\_. (2003, June). *Global Ethics Conference: Business Ethics*. Panel discussion moderator and participant sponsored by Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2003, April). *Embracing Quality from Concept to Customer*. Lecture presented at Providence Business Exposition sponsored by the Providence Chamber of Commerce, Providence, RI.
- \_\_\_\_\_. (2003, April). New England Association of Schools & Colleges. Evaluator for site visit to Elms College, Chicopee, MA.
- \_\_\_\_\_. (2003, March). *Special Topics: The Cuba Experience*. Faculty sponsor and course facilitator for a group of MBA students studying the business and economics of Cuba.

- \_\_\_\_\_. (2003, February). *New Evaluator's Workshop*. Participated in the assessment training seminar sponsored by the New England Association of Schools & Colleges (NEASC), Natick, MA.
- \_\_\_\_\_. (2003, January). *Information Literacy & Technology Across the Curriculum*. Member, Inaugural Program Development Group. Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2003). Monk Parrot Tree. *The Dawn – A spiritual publication sponsored by Campus Ministry*, Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2002, October). *ISO 9000 and Healthcare: Interpreting the Standards for a Specific Sector*. Lecture presented at the meeting of the American Society for Quality, New Haven, CT.
- \_\_\_\_\_ & Sylvia, B. (2002, October). *Board Development Training Seminar*. Co-planner and Co-facilitator. Sponsored by the Dr. Martin Luther King Center, Newport, RI.
- \_\_\_\_\_. (2002, October). *New England Association of Schools and Colleges (NEASC) Evaluator Training*. Participated in an assessment training seminar sponsored by the New England Association of Schools and Colleges, Burlington, MA.
- \_\_\_\_\_. (2002, June). *Collegium: A Colloquy on Faith and Intellectual Life*, Fairfield University, Fairfield, CT. Selected by Sr. Therese Antone to be one of the first Salve Regina University faculty to attend this annual, week-long meeting for faculty representing Catholic institutions of higher education in North America.
- \_\_\_\_\_. (2001, April). *ISO 9001:2000 – Setting the Standard for Quality Management*. Journal of American Health Information Management Association, 72/4, pp. 46-40.
- \_\_\_\_\_. (2000, April). *Setting New Quality Standards in Healthcare: JCAHO, NCOA, Baldrige & ISO 9000*. Keynote address presented at the annual meeting of the Indiana Association for Healthcare Quality. Indianapolis, IN: Indiana Association for Healthcare Quality.
- \_\_\_\_\_ & Aronofsky, J.A.(2000, April; 2000, March). *Putting That College Degree to Work*. Career development lecture sponsored by Salve Regina University, Newport, RI.
- \_\_\_\_\_. (2000, January). *ISO 9001:2000 Audit Staff Professional Development Seminar*. Participant. Presented by Continuous Improvement & Training Associates, Baton Rouge, LA:
- \_\_\_\_\_. (1999, September). *Setting New Standards in Healthcare: JCAHO, NCOA, Baldrige & ISO 9000*. Keynote address presented at the annual meeting of the National Association of Healthcare Quality, Atlanta, GA.
- \_\_\_\_\_. (1999, March). *Quality Management & Environmental Management Systems*. Lecture sponsored by ITS Intertek Testing Services, Tokyo, Japan.
- \_\_\_\_\_. (1999, March). *Quality Management: Current Issues in auditing ISO 9000*. Lecture sponsored by ITS Intertek Testing Services, Seoul, South Korea.
- \_\_\_\_\_. (1999, March). *Quality Management: Current Issues in auditing ISO 9000*. Lecture sponsored by ITS Intertek Testing Services, Bangkok, Thailand.
- \_\_\_\_\_. (1999, January). *Professional Development Seminar*. Participant. Sponsored by ITS Intertek Services, Orlando, FL.
- \_\_\_\_\_. (1998, November). *How ISO 9000 standards could improve quality*. Managed Care, 32F.
- \_\_\_\_\_. (1998, June). *How ISO 9000 enhances import businesses*. Panel discussion presented at World Trade Day sponsored by Bryant College, Smithfield, RI.
- \_\_\_\_\_. (1998, March). *ISO 9000: Setting new standards in Healthcare*. Lecture presented at Boston Quality Conference sponsored by American Society for Quality, Newton, MA.
- \_\_\_\_\_. (1998, February). *Medical Device Directive training (93/42/EEC)*. Sponsored by ITS Intertek Services and ITS Semko, New Haven, CT.

- \_\_\_\_\_. (1997, November). *Continuing Education Program for ISO 9000 Auditors*. Participant. Sponsored by Continuous Improvement & Training Associates, Natick, MA.
- \_\_\_\_\_. (1997, November). *Auditor Technical Conference*. Participant. Sponsored by ITS Intertek Services, Natick, MA.
- \_\_\_\_\_. (1997, September). *ISO 9000: Applications for Healthcare*. Lecture sponsored by the Service Quality Conference, Colorado Springs, CO.
- \_\_\_\_\_. (1997, August). *ISO Overview*. Lecture sponsored by ISO Expo, Rhode Island Convention Center, Providence, RI.
- \_\_\_\_\_. (1997, July). *ISO 9000 and Healthcare*. Lecture sponsored by Southern Medical Association, Birmingham, AL.
- \_\_\_\_\_. (1997, May). *ISO 9000 Executive Overview*. Lecture presented at World Trade Day, Rhode Island Convention Center, Providence, RI.
- \_\_\_\_\_. (1997, May). *Quality & Customer Satisfaction*. Lecture sponsored by University of Rhode Island, Exeter, RI.
- \_\_\_\_\_ & Aronofsky, J.A. (1997, April). *Putting That College Degree to Work*. Lecture presented at Salve Regina University, Newport, RI.
- \_\_\_\_\_. (1997, April). *Conflict Resolution*. Lecture sponsored by the Newport County Chamber of Commerce, Middletown, RI.
- \_\_\_\_\_. (1997, April). *Quality in Healthcare*. Keynote address sponsored by Worcester State College, Eta Sigma Gamma Honor Society, Worcester, MA.
- \_\_\_\_\_. (1997, March). *ISO 9000 Executive Overview*. Lecture sponsored by Rhode Island Department of Employment & Training, Pawtucket, RI.
- \_\_\_\_\_. (1997, March). *ISO 9000 and Healthcare*. Lecture presented at Boston Quality Conference, sponsored by American Society for Quality, Boston, MA.
- \_\_\_\_\_ & Aronofsky, J.A. (1997, February). *Let's Talk Business*. Hosted by Keith Stokes, WADK Radio AM 1540. Newport, RI.
- \_\_\_\_\_. (1997, February). *ISO 9000 Executive Overview*. Lecture sponsored by Logicon/Syscon, Newport, RI.
- \_\_\_\_\_. (1997, February). *ISO 9000 Executive Overview*. Lecture sponsored by Pervis Systems, Middletown, RI.
- \_\_\_\_\_. (1996, October). *ISO 9000 Quality Management Systems: Executive Overview*. Lecture sponsored by the Center for International Training, Brattleboro, VT.
- \_\_\_\_\_. (1996, September). *ISO 9000 Case Study: Implementing the standards in a hospital*. Lecture sponsored by American Society for Quality Control, Southern Connecticut Chapter, Norwalk, CT.
- \_\_\_\_\_. (1996, September). *ISO 9000: Setting New Standards in Healthcare*. Lecture sponsored by the American Society for Quality Control, Long Island Chapter, Hofstra University, Long Island, NY.
- \_\_\_\_\_. (1996, August). *ISO 9000: Interpreting the standards for home health care*. Lecture sponsored by the Pediatric Home Respiratory Services, Minneapolis, MN.
- \_\_\_\_\_. (1996, August). *ISO 9000: Interpreting the standards in the pharmaceutical industry*. Lecture sponsored by Diversified Pharmaceuticals, Minneapolis, MN.
- \_\_\_\_\_. (1996, August). *ISO 9000: Interpreting the standards for the healthcare industry*. Lecture co-sponsored by the American Red Cross Blood Services and Mayo Clinic, Minneapolis, MN.
- \_\_\_\_\_. (1996, March). *What are you going to do with that college degree?* Career skills seminar sponsored by Worcester State College, Worcester, MA.

- \_\_\_\_\_ (1996, March). *What are you going to do with that college degree?* Career skills seminar sponsored by University of South Carolina, Salkahatchee, SC.
- \_\_\_\_\_. (1995, October). *Stress Management through humor and choice*. Workshop sponsored by the Francis Perkins Non-Traditional Students, Mount Holyoke College, South Hadley, MA.
- \_\_\_\_\_. (1995, May). *Customer Satisfaction Focus Group Survey*. Evaluation conducted for the Office of Career Counseling, Amherst College, Amherst, MA.
- \_\_\_\_\_ & Gonyer, P. (1993, May). Planning for the future of peer education. *Journal of American College Health*, 41(6), 255-257.
- \_\_\_\_\_. (1993). Career women, mothers, and wives: A qualitative analysis linking ethnicity, career development, and values clarification. Doctoral dissertation, University of Massachusetts, Amherst, MA.
- \_\_\_\_\_. (1992, July). *Summer Program in Yiddish Culture*. On-site coordinator, sponsored by the National Yiddish Book Center, South Hadley, MA.
- \_\_\_\_\_. (1992, May 1). How to keep stress from sabotaging your career. *The Wall Street Journal's National Business Employment Weekly*, pp. 9-10.
- \_\_\_\_\_. (1992, April). *Humor your heart*. Lecture sponsored by the Program for Women & Heart Disease, Center for Women's Health, Providence Hospital, Holyoke, MA.
- \_\_\_\_\_. (1992, March). *Careers in health education*. Lecture presented as part of the *Careers in the Health Professions Series* sponsored by Mount Holyoke College, South Hadley, MA.
- \_\_\_\_\_. (1992, March). *Transforming theory into practice*. In C. Tratner (Professor), Occupational Therapy - Advanced Management Training Seminar. Lecture sponsored by Springfield College, Springfield, MA.
- \_\_\_\_\_. (1992, February). *Humor your heart*. Seminar sponsored by the *Program for Women on Heart Disease*, Center for Women's Health, Providence Hospital, Holyoke, MA.
- \_\_\_\_\_. (1992, January). Keeping stress at bay. *Speakout - Magazine of the National Speakers Association*, p. 6.
- \_\_\_\_\_. (1991, November). *Stress Management through humor and choice*. Keynote address sponsored by Student Health Plan, Southern Illinois University, Carbondale, IL.
- \_\_\_\_\_. (1991, November). *Creativity: The key to stress management*. Lecture sponsored by Student Health Plan, Southern Illinois University, Carbondale, IL.
- \_\_\_\_\_ & Aronofsky, J.A. (1991, October). *The Queen's Yiddish: The Oxford Experience*. Paper presented at the Chicago Yiddish Institute, Lake Delton, WI.
- \_\_\_\_\_. (1991, October). *Stress management through humor and choice*. Plenary session presented at the meeting of the New Jersey State Nurses Association, Long Branch, NJ.
- \_\_\_\_\_. (1991, October). *Career Development*. Paper presented at Chicago Yiddish Institute, Lake Delton, WI.
- \_\_\_\_\_. (1991, Fall). Staying calm in a sea of anxiety: Keeping stress at bay. Managing Your Career - College Edition of The Wall Street Journal's National Business Employment Weekly, pp. 10, 44.
- \_\_\_\_\_. (1991, August). Use a positive attitude to manage stress. Managing Your Career - U.S. Department of Defense Special Issue of the Wall Street -Journal's National Business Employment Weekly, pp. 21-23.
- \_\_\_\_\_. (1991, August). *Heritage & values: Wives, mothers, and career women*. Paper presented at the Charlotte Yiddish Institute, Little Switzerland, NC.
- \_\_\_\_\_. (1991, July). *Summer Program in Yiddish Culture*. On-site coordinator. Sponsored by the National Yiddish Book Center, South Hadley, MA.



- \_\_\_\_\_. (1991, May). *In the eye of the beholder: Evaluating the effectiveness of health education posters*. Roundtable discussion presented at the meeting of the American College Health Association., Boston, MA.
- \_\_\_\_\_. (1991, May). *Stress management through humor and choice*. Keynote address presented at the meeting of the American College Health Association, Boston, MA.
- \_\_\_\_\_. (1991, February). *The role of ethnicity in women's career development*. In M. Haring (Chair), Career Issues. Symposium conducted at the meeting of the Massachusetts Chapter, American Council on Education - National Identification Project for Women Student Leaders, Newton, MA.
- \_\_\_\_\_. (1991). Stress management: Healthy solutions. *Health Watch*, 14(2), 1-2.
- \_\_\_\_\_ & Aronofsky, J.A. (1991). Yiddish on the Thames: A first person report from the Oxford Programme in Yiddish. *The Book Peddler*, 14, 44-46.
- \_\_\_\_\_. (1990, November 9). Don't worry, be creative! *The Massachusetts Daily Collegian*.
- \_\_\_\_\_. (1990, October). *Buckle-up for safety: A human billboard on a college campus*. A poster session presented at the meeting of the New England College Health Association, Saratoga Springs, NY.
- \_\_\_\_\_. (1990, August). *Di vikhtikayt fun yidish tsu dem hilkhos froyen shtudiems*. [The importance of Yiddish to the field of women's studies]. Unpublished manuscript, Oxford Programme in Yiddish, Oxford Center for Postgraduate Hebrew Studies, Oxford, England. Winner of the Albert & Lillian Marks Prize for the Best Paper Written in Yiddish.
- \_\_\_\_\_. (1990, July). *Summer Program in Yiddish Culture*. On-site coordinator. National Yiddish Book Center, South Hadley, MA.
- \_\_\_\_\_. (1990, January 31). In support of values clarification on college campuses [Letter to the editor]. *The Chronicle of Higher Education*, p. B5.
- \_\_\_\_\_. (1989, August). *Women's career development*. Paper presented at the Charlotte Yiddish Institute, Little Switzerland, NC.
- \_\_\_\_\_. (1986). A profile of new dental service clients, University Health Center, University of Massachusetts, Amherst. Master's thesis, University of Massachusetts, Amherst, MA.
- Hirsch, R. & Edelstein, M. E. (1992, May). In the eye of the beholder: Pre-testing the effectiveness of health education materials. *Journal of American College Health*, 40(6), 292-293.

**QUALITY MANAGEMENT SYSTEM AUDIT EXPERIENCE**

(1995-2002)

The following is a partial listing of organizations that I was invited to visit for the purpose of conducting quality management accreditation audits. Accreditation visits focused on ISO9000 Quality Management System Standards; QS9000 Automotive Quality Management Standards; ISO14000 Environmental Management Standards; and/or ISO/IEC Guide 62 Standards. Most of the organizations listed below required repeat audits every 6 months.

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| Ambel Precision, Bethel, CT                            | ITS Intertek Services, Natick, MA                   |
| American Label & Tag, Canton, MI                       | ITS Intertek Services, Seoul, Korea                 |
| American Legion Hospital, Crowley, LA                  | ITS Intertek Services, Tokyo, Japan                 |
| American National Can, Bellwood, IL                    | J.N. White Design, Perry, NY                        |
| Amprobe Instruments, Lynbrook, NY                      | John Chatillon & Sons, Greensboro, NC               |
| Applied Graphics, Amesbury, MA                         | Kearflex Engineering, Warwick, RI                   |
| Applied Graphics Technology, Los Angeles, CA           | KVF Quad Corp., East Moline, IL                     |
| Astromed, West Warwick, RI                             | Label Systems, Bridgeport, CT                       |
| Asyst Technologies, Kenosha, WI                        | Litton Systems/ PolyScientific, Murphy, NC          |
| Augat Communications-Broad Band, Kent, WA              | Litton Systems/Special Devices, Springfield, PA     |
| Augat Communications-Telzon, Kent, WA                  | Lyle Industries, Dalton, GA                         |
| Avery/Dennison, Comstock Park, MI                      | Mark Trece, Inc., Baltimore, MD                     |
| Avery/Dennison, Grand Rapids, MI                       | Mark Trece, Inc., Greensboro, NC                    |
| Benefit Concepts, Inc., East Providence, RI            | Mark Trece, Inc., Richmond, VA                      |
| Boeing Aerospace Operations, Charleston, SC            | Mark Trece, Inc., Whippany, NJ                      |
| Boeing Aerospace Operations, Titusville, FL            | M. Figgie, MD, Hospital for Special Surgery, NY, NY |
| Coltec, Inc., Beloit, WI                               | Metrosonics, West Henrietta, NY                     |
| Components Remanufacturing Specialists, Mahwah, NJ     | Midwest Graphics, Indianapolis, IN                  |
| Cooper Products, Laconia, NH                           | MMG North America, Paterson, NJ                     |
| Cortina Tool & Molding, Chicago, IL                    | Nichols Aluminum, Lincolnshire, IL                  |
| Danaher Controls, Gurnee, IL                           | Norris Cylinder, Longview, TX                       |
| Darborme Services, Inc., Lake Charles, LA              | Northeast Graphics, North Haven, CT                 |
| Eagle Ottawa, Rochester Hills, MI                      | Novare Engineers, Providence, RI                    |
| Electronic Designs, Inc., Westborough, MA              | Parker Hannifin Chomerics, Hudson, NH               |
| Evans Findings, East Providence, RI                    | Parker Hannifin, Chetek, WI                         |
| Finnegan FT/MS, Madison, WI                            | Parker Hannifin, Longwood, FL                       |
| Foremost Dental Manufacturing, Englewood, NJ           | Pearl Leather Finishers, Johnstown, NY              |
| Foss/Nir Systems, Silver Spring, MD                    | Quebecor Printing Sayers, Saint Louis, MO           |
| Garden State Tanning, Adrian, MI                       | Quebecor World Color, North Haven, CT               |
| Garden State Tanning, Fleetwood, PA                    | REES Scientific, Trenton, NJ                        |
| Garden State Tanning, Reading, PA                      | R. Laskin, MD, Hospital for Special Surgery, NY, NY |
| Garden State Tanning, Saltillo, Mexico                 | Sedona Group, Moline, IL                            |
| Garden State Tanning, Williamsport, MD                 | Sensys Technologies, Newington, VA                  |
| Gen Corp. Vehicle Sealing, Fort Smith, AR              | Silvercloud Manufacturing Company, Millville, NJ    |
| Goldsmith & Revere, Inc., Englewood, NJ                | Sippican, Inc. Juarez, Mexico                       |
| Greenwich Instruments, Greenwich, CT                   | Sippican, Inc., Marion, MA                          |
| Gretag Imaging, Chicopee, MA                           | Stebco Printers, Watertown, CT                      |
| Harbor Metal Treating, Benton Harbor, MI               | Sultan Dental Products, Englewood, NJ               |
| Harbor Metal Treating, Rockford, IL                    | Telecommunication Techniques, Germantown, MD        |
| Harbor Metal Treating, South Bend, IN                  | Telefactor Corp., West Conshohocken, PA             |
| Hunterdon Central Regional High School, Flemington, NJ | Troy Chemical, Newark, NJ                           |
| Iberia Threading, Inc., Broussard, LA                  | Tyco Adhesives, Albertville, AL                     |
| Indiana Mills & Manufacturing, Westfield, IN           | United Printing, Warwick, RI                        |
| Industrias Enjema, Santa Catarina, Mexico              | Vishay Sprague, Sanford, ME                         |
| International Resistive Components, Corpus Christi, TX | Wallac Inc., Gaithersburg, MD                       |
| International Data Products, Gaithersburg, MD          | World Color, North Haven, CT                        |
| ITS Intertek Services, Bangkok, Thailand               | Worth Higgins & Associates, Richmond, VA            |
| ITS Intertek Services, Montreal, Canada                |   |

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