# **Gabriele HENZE** Getreideweg 26 50933 Köln

E-Mail: <a href="mailto:info@ilmti.com">info@ilmti.com</a>
WEB: <a href="mailto:www.ilmti.com">www.ilmti.com</a>



★ +49 221 960237-62
 ★ +49 221 962623-64
 → +49 175 43 62 142

## Academic graduate degree and qualifications

- Academic graduate degree in Applied Linguistic Science (English, French, Spanish)
- Graduate degree in translations and interpreters
- Certified and accredited in training of the model of excellence by European Foundation of Quality Management (EFQM)
- Development of innovative methodology for Integrate Management Systems, registered as SYSTEMS-LEADERSHIP
- Accredited auditor of DIN EN ISO 9001 Quality Management Systems
- Certified auditor for legal data protection systems
- Certified consultant in Business Process Management methods
- Certified Quality Manager
- Certified TQM Assessor
- Certified in strategic management methods
- · ....

#### **PROFESSIONAL EXPERIENCE**

- Large experience of more than 17 years in organization development and quality management
- Knowledge in new technologies implementation of integrate management systems and modern management tools
- Applying own methodology integrated in new technology application

- Project management with international scope (Germany, Switzerland, Spain, France)
- Training experience with international scope
- Lecturers in MBA and Master programs

Actually Director of international consultant enterprise operating in Europe, Institute of Leadership, Management & Technology Innovations S.L.U.

#### **PUBLICATIONS**

- Technical statement about EFQM Model criteria 4 "Resources" (WEKA Editorial 2004)
- Technical statement about the different and multidimensional concepts of Business Intelligence Systems
- Technical statement about integrate management systems concepts
- Several articles in different technical press
- Technical statements about customer oriented process management structure

#### **OTHER INTEREST**

- Development solution for management in automotive retail
- Technology application (ICT)
- Strategic Management and Integrate Corporate Performance Management

### **LANGUAGES SKILLS**

- German
- English
- French
- Spanish