

Curriculum Vita

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OBJECTIVE:

Dedicated and results-driven professional seeking to apply and activate Total Quality Management/Excellence programs within organizations. Committed to achieving the highest level of Performance, Quality Outcomes, and Stakeholder Satisfaction through the implementation of Quality and Excellence references models of success.

EXECUTIVE SUMMARY :

Expert Quality & Organizational Excellence Leader with over 20 years of experience across MOH, KFSH&RC, NGHHA, MOI, AAML and lately GCCSG. Expert in TQM, EFQM, KAQA, ISO systems, Governance Frameworks, Institutional Transformation, and Operational Excellence. Proven track record in designing Strategic Quality Architectures, leading accreditation programs, driving excellence frameworks, developing monitorable ERP & IMS, and enhancing institutional performance on national and regional benchmark levels.

EDUCATION:

- Master's Degree in Strategic Quality Management, Merit degree, UK
- Certified Bachelor's Degree in Applied Medical Science from King Saud University
- Certified Chartered Quality Member (MCQI) by the Chartered Quality Institute (CQI) UK
- Certified EFQM'2013 Assessor by the EFQM Institute, Brussels
- Certified Assessor by the King Abdul-Aziz Quality Award (KAQA)
- Certified Governance, Risk, Compliance Professional (GRCP)
- Certified Lead Auditor ISO 9001:2008 by the International Register of Certificated Auditors (IRCA)
- Member of the American Society of Quality (ASQ)
- Member of the Saudi Quality Council
- Certified Black Belt Six Sigma (CBBSS)
- Certified MBA Professional
- International Certified Quality Management Trainer, UK
- Certified Quality Ambassador Gold Star from Saudi SASO #2408113411675

CAREER EXPERIENCES:

- ERP-SAP 4s/HANA Project Manager , AAML (Since Feb.2026- present)
- Quality & Org. Excellence Reference Consultant, AAML (Since Feb.2026- present)
- Quality & Org. Excellence Consultant , GCCSG.(Since April.2024-2025)
- Quality Manager, AAML, Riyadh, Saudi Arabia (Since 14th May 2023)
- Training & Development Manager AAML Riyadh, Saudi Arabia (Since Nov.2023-2025)
- Quality Assurance, King Faisal Specialist Hospital & Research Center, 2020-2023
- Quality Officer, Ministry of Health, 2010-2020
- Quality Specialist, Ministry of National Guard, Medical Affairs, 2004-2010
- Healthcare Specialist, Ministry of Interior, Medical Services, 2000-2004
- Chief Surveyor for King Abdulaziz Quality Award for Excellence 2018-2024 (14 Org.)
- Chief Surveyor for Sharjah Excellence Award in 2019 (3 Org.).
- Consultant active member in Quadrillion, SA

COURSES AND TRAINING:

- Conference Speaker 4 times, 2 workshops and 1 Moderator and on Quality Management topics at Saudi International Conferences. In Addition to more than 15 organizational grand rounds as speaker.
- Effective Quality & Performance Management
- Quality Management Workshop
- Quality Management Systems
- Middle East Quality Management
- Strategic Projects Selection & Implementation Workshop
- Optimizing Organization Performance
- Workflow Tracer Workshop
- Operational Planning Workshop
- Best Practices in Quality Management and Operational Excellence

- Deming Focus Cycle
- Risk Management and Customer Safety
- Statistical Analysis System Course
- Supervisory & Team Building Skills
- The Art of Managing Human Resources
- Customer Safety Awareness Workshop
- Information Security Course
- Ethical Issues

DUTIES & RESPONSIBILITIES:

- Analyzing reports of institutional KPIs on a monthly, quarterly, and annual basis
- Developing and establishing Balanced Scorecards, KPIs, OKRs and strategic indicators aligned with organizational objectives on each descending level.
- Implementation, review, and development of departmental policies, protocols, measurements, and guidelines
- Hiring, monitoring, and repositioning staff, measuring their performance accordingly
- Monitoring and reporting staff and departmental performance monthly.
- Re-engineering and re-processing departmental workflows to enhance specialty and satisfied workflows.
- Applying lean management concepts and principles to optimize workflow and operational processes.
- Conducting training and workshops on quality and administrative managerial practices
- Assisting staff in understanding and implementing TQM practices to improve outcomes and productivity.
- Organizing and monitoring processes workflows, driving continuous improvement.
- Developing surveys to monitor performance, satisfaction, and adherence to governance and transparency.
- Ensuring a suitable workplace environment to increase staff satisfaction and performance.
- Collaborating with steering committees and internal/external surveyors for quality certifications
- Creating an organizational profile, content and histories as per accreditations and awards requirements.

PARTICIPATIONS:

- Acting as a representative and liaison with various administrations (Planning and Development, Public Relations, Risk Management, and Human Resources)
- Setting up departmental objectives, strategic plans/quality improvement and job descriptions/positions.
- Participating and coordinating in accreditation processes for four accreditations and certifications, well-versed in TQM, EFQM, KAQA, and ISO standards
- Organizing campaigns, educational sessions, and training in quality-related activities.
- Presenting weekly Ground Rounds to educate and highlight quality issues for staff engagement.
- Speaking as a quality expert in various meetings, consultations, and conferences
- Recognized for outstanding contribution with the Director's award in 2012 (out of 392 staff).

RELATED SKILLS :

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| • Strategic planning | • Problem-solving |
| • Operational organizing | • Lean management |
| • Performance measurement and improvement | • SMART objectives |
| • KPIs and Balanced Scorecards | • SIPOC, QERP, SQM, SCM, TPM |
| • Auditing and internal assessment | • FMEA, CEDAC practices |
| • Target and objective control | • Deming Cycle, DMAIC |
| • Data analysis | • Quality tools |
| • Team building and task organization | • SWOT analysis |
| • Organizational assessment | • PESTEL analysis |
| • Change management | • Five W's & H, 5F's, 5M's, 5S's |
| • Kaizen concepts and practices | • 4P's, CSR |
| • Corporate alignments | • Establishing dashboards |
| • Staff motivation | • Hoshin Kanri |

REFERENCES: Available upon request.

Thank you for reviewing my CV. I am available for further information.