

YAHYA S. AL QAHTANI

Quality & Organizational Excellence Consultant



20+ YEARS OF EXPERIENCE

Quality • Excellence • Transformation • Governance • Performance

PROFESSIONAL PROFILE

Yahya S. Al Qahtani is a Quality and Organizational Excellence professional and independent consultant with more than 20 years of experience across healthcare, government, industrial, and other organizational environments. His expertise spans Total Quality Management (TQM), EFQM, the King Abdulaziz Quality Award (KAQA), ISO management systems, governance and risk, institutional transformation, operational excellence, strategic planning, performance management, and organizational development.

He has contributed to organizational assessments, excellence initiatives, accreditation and certification programs, quality architecture, performance frameworks, and institutional improvement. He has also served in assessment roles for the King Abdulaziz Quality Award and the Sharjah Excellence Award, and has participated in the evaluation and study of excellence practices across leading Saudi organizations.

PROFESSIONAL CREDENTIALS

- Master's Degree in Strategic Quality Management – University of Portsmouth, UK (Merit).
- Bachelor's Degree in Applied Medical Science – King Saud University, Saudi Arabia.
- Certified Chartered Quality Member (MCQI) – Chartered Quality Institute (CQI), UK.
- Certified EFQM Assessor.
- Certified Assessor – King Abdulaziz Quality Award (KAQA).
- Certified Governance, Risk & Compliance Professional (GRCP).
- IRCA Certified Lead Auditor – ISO 9001.
- Six Sigma Black Belt.
- International Certified Quality Management Trainer – UK.

CORE AREAS OF EXPERTISE

- Total Quality Management and Organizational Excellence
- EFQM and KAQA Excellence Frameworks
- Institutional Transformation and Organizational Development
- Strategic Planning, Performance Management, KPIs, OKRs and Balanced Scorecards
- Governance, Risk and Compliance
- ISO Management Systems and Internal Assessment
- Operational Excellence, Lean Management and Continuous Improvement
- Change Management and Organizational Readiness
- Quality Architecture, Policies, Processes and Management Systems
- Excellence Awards Readiness, Self-Assessment and Organizational Assessment

SELECTED PROFESSIONAL EXPERIENCE

AAML – AlTakassusi Alliance Medical Limited | Riyadh

Quality Manager (May 2023–Present); ERP-SAP S/4HANA Project Manager (Feb 2026–Present); Quality & Organizational Excellence Reference Consultant (Feb 2026–Present).

GCCSG

Quality & Organizational Excellence Consultant (Apr 2024–2025).

King Faisal Specialist Hospital & Research Center

Quality Assurance (2020–2023).

Ministry of Health, Saudi Arabia

Quality Officer (2010–2020).

Ministry of National Guard – Medical Affairs

Quality Specialist (2004–2010).

Ministry of Interior – Medical Services

Healthcare Specialist (2000–2004).

EXCELLENCE ASSESSMENT & AWARD EXPERIENCE

- Chief Surveyor / assessment leadership experience with the King Abdulaziz Quality Award (KAQA), including organizational assessment activities from 2018 onward.
- Assessment experience with the Sharjah Excellence Award, including organizational assessment activities.
- Experience contributing to the evaluation and study of excellence practices in organizations including Saudi Aramco (Abqaiq and Khurais), GASCO, SABIC, the Institute of Public Administration, chambers of commerce, education-sector organizations, non-profit organizations, and diverse industrial and commercial entities.
- Experience serving as a team leader in KAQA-related assessment assignments during 2018–2025.

CONSULTING & ADVISORY VALUE

- Translates excellence frameworks into practical, measurable organizational improvement programs.
- Connects organizational enablers, governance, processes and capabilities with measurable results.
- Combines assessment, planning, methodology development, capability building and implementation follow-up.
- Focuses on knowledge transfer and building internal capability so improvement can continue after the consulting engagement.
- Experienced in executive engagement, workshops, interviews, evidence review, gap analysis, reporting and improvement planning.

TYPICAL CONSULTING ENGAGEMENTS

- Organizational excellence self-assessment and readiness for national and international excellence awards.
- Review of previous assessment results and development of improvement roadmaps.
- Institutional maturity and gap assessment.
- Development and enhancement of quality, excellence, governance and performance methodologies.
- Workshops, assessor preparation, capability building and knowledge transfer.
- Mock assessments, evidence review, feedback reports, bridging plans and executive presentations.

CONSULTING APPROACH

APEX Excellence Methodology – Assessment • Planning • Excellence Design • Execution Support • Transformation

- Assessment – understand the current state, evidence, maturity and gaps.
- Planning – prioritize opportunities and establish a practical improvement roadmap.
- Excellence Design – develop or enhance methodologies, tools and management practices.
- Execution Support – provide professional guidance, workshops, monitoring and improvement support.
- Transformation – strengthen sustainability, institutional capability and measurable outcomes.

ILLUSTRATIVE ENGAGEMENT SCOPE

1. Diagnosis & Assessment

- Review previous assessments and findings
- Review improvement roadmaps

- Assess institutional maturity
- Identify priority gaps and opportunities

2. Methodology Development

- Develop or enhance priority methodologies
- Review existing excellence practices
- Develop supporting models, templates and tools

3. Capability Building

- Conduct workshops and focused training
- Coach relevant teams
- Transfer knowledge and build internal assessment capability

4. Self-Assessment

- Conduct interviews and evidence reviews
- Assess headquarters and relevant branches/sites
- Prepare assessment and feedback reports

5. Award / Excellence Readiness

- Prepare participation or submission report
- Conduct mock assessment / simulation
- Develop improvement and bridging plans
- Prepare executive-level final presentation

SELECTED DELIVERABLES

- Project plan and assessment roadmap
- Previous-assessment review and roadmap review reports
- Institutional maturity and gap-analysis report
- Self-assessment report and evidence review
- Participation / award-readiness report
- Mock-assessment report and feedback
- Improvement plan and bridging plan
- Executive final presentation and management briefing

ENGAGEMENT MODEL

- Hybrid consulting model, combining remote advisory work with targeted on-site visits.
- Microsoft Teams or equivalent platforms for periodic meetings and follow-up.
- On-site presence focused on key interviews, workshops, evidence reviews and executive sessions.
- Client-side coordination and timely access to documents, data and relevant stakeholders are essential to delivery.

PROFESSIONAL SPEAKING & KNOWLEDGE SHARING

- Conference speaker at Saudi international quality-management conferences, including four speaking engagements, two workshops and one moderator role.
- More than 15 organizational grand rounds / professional speaking sessions on quality and organizational excellence topics.

CONTACT :

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