

Dawn M. Garcia, MBA, MS, RN, CMQ-OE

Dawn is an experienced business and health care leader, with over thirty years of service in clinical care, leadership, senior leadership, education and organizational development roles. In April 2013, after achieving her healthcare career goals, she left her corporate healthcare leadership role to pursue a passion in helping businesses to achieve strategic and operational goals on the path to performance excellence. She founded Pursuit of Excellence LLC, an independent consulting firm, in Eau Claire, WI.

In her company, Dawn focuses on helping leaders to become more effective leaders, guiding organizational strategy, talent and operations to execute the highest levels of organizational performance. She regularly applies the Baldrige criteria and Performance Excellence Program framework in her client engagements, enabling additional value and benefit. Her skills and experience in healthcare, education, non-profit and general business help deliver exceptional value to most service-based organizations. She is an accomplished speaker, and has presented at many local and national conferences on leadership, organizational change, conflict, customer care, innovation, and other topics.

Dawn is known for achieving results, whether in client's businesses, local boards and associations, and her own business. She has nationally published in two magazines; led curriculum design & graduate-level and industry-expert content publications; was recognized as a national winner of the Dorland Health People Leadership Award; and assisted in updating the ASQ Human Development and Leadership book of knowledge. She is a Certified Manager of Quality and Organizational Excellence (ASQ), a Senior ASQ member. She has served two terms on the Chippewa Valley Technical College District Board of Trustees, currently Board Secretary, while also serving on the Executive Committee as Secretary/Treasurer of the District Board Association of the WI Technical College System. She has also served as the State Coordinator for ACCT (Association of Community College Trustees) for Wisconsin for three years. As a Master Examiner for the Baldrige Performance Excellence Program, she's served on both the Malcolm Baldrige National Quality Award Board of Examiners and the Wisconsin Center for Performance Excellence Board of Examiners. She has led multiple WI and national Baldrige teams through the Baldrige application evaluation process. Through the WI-ACHE (American College of Health Care Executives) Chapter, she serves on the Program Committee, and has served as a moderator and panelist at both local and annual conference sessions. On a personal note, she serves as a lector and catechist in her local church. Dawn believes that we should use our gifts to do good works.

Dawn delivers service excellence through visionary leadership & strategy, future-focused talent and process optimization, and integrated technology solutions to advance business performance and value. Discover more at www.pursuit-excellence.com or www.poe-talentsolutions.com.