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Dr. Deborah Rose Manzo manages the IES e-learning program at North Carolina State University. She develops learning modules used by business and industry as well as professional development requirements for a variety of certifications. She also promotes performance excellence through her state and national work with the Baldrige Criteria for Performance Excellence.

She assists IES clients with custom designed learning activities delivered online for organizational leaders and employees and also provides direct consultation services and training in performance excellence in the areas of leadership, strategic planning, customer and market

focus, workforce development, process and knowledge management, and analysis of results.

Deb serves on the Editorial Review Board for the ASQ Quality Management Journal and serves on various boards. She has been a National Baldrige Senior Examiner with the National Institute for Standards and Technology (NIST) since 2001. She has 27 years of experience in developing adult learning modules focused on leadership and change management.

Deb has extensive experience in K-12 educational administration and higher education. She has served as the Senior Director for Continuous Improvement and Professional Development for an organization with 14,000 employees. She also has experience in evaluation and research and has been a visiting professor with NCSU and UNC-Chapel Hill since 1999.

Deb received her doctorate from Columbia University in leadership and administration; her masters, B.S. and B.A. from Oklahoma State University; and a masters from NOVA Southeastern University.

She is a master trainer in Baldrige Criteria for Performance Excellence, Quality Tools, Thinking Maps; Covey-7 Habits; Framework for Understanding Poverty; Professional Learning Communities; and Facilitative Leadership. She is a certified Six Sigma Black Belt.