

## Nicole M. Radziwill

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Professional Profile: <http://www.linkedin.com/in/nicoleradziwill> - Blog: <http://qualityandinnovation.com>

### INTERESTS

<i>Research Only:</i> <b>Transformational Experience as a Catalyst of Innovation</b>	<i>Research and Teaching:</i> <b>Quality, Innovation, &amp; Data Science</b>	<i>Teaching Only:</i> <b>Introductory Earth &amp; Space Science</b>
Social Responsibility/ISO 26000  Participatory Art & Emergent Design  Burning Man & Alternative Communities	Technology Management (esp. software engineering/FFRDCs)  Data-Driven Quality & Process Improvement (e.g. Six Sigma, Quality Informatics)  Predictive Analytics & Intelligent Systems  Applied Statistics & Statistical Computation with R Programming Language  Industrial Meteorology (applications of meteorology to business/financial scenarios)	Planetary Science  Space Weather  Synoptic & Mesoscale Meteorology  Numerical Weather Prediction

### EDUCATION

**Ph.D. Technology Management and Quality Systems**, Indiana State University (2009)

Dissertation: *Topology, Evolution, and Network-Based Continuous Improvement of the Quality Management Journal (QMJ)*

**MBA**, Regis University (2004)

**M.S. Atmospheric Science (ABD)**, South Dakota School of Mines & Technology (1997-1998)

**B.S. Meteorology**, Pennsylvania State University (1995)

**North Carolina School of Science and Mathematics** (1992)

### CURRENT AFFILIATIONS

**Fellow, American Society for Quality (ASQ)**, Education, Statistics, Software, Quality Mgmt Divisions

**Association for Technology Management and Applied Engineering (ATMAE)**, since 2007

**International Network for Social Network Analysis (INSNA)**, since 2007

**Full Member, American Meteorological Society (AMS)**, since 1994

**Regular Member, American Geophysical Union (AGU)**, 1997-2004 and 2012-present

### CERTIFICATIONS

**ASQ Certified Six Sigma Black Belt (CSSBB) #11952**, since 2011

**ASQ Certified Manager of Quality and Organizational Excellence (CQM/OE) #9583**, since 2005

## **HONORS & RECOGNITION**

### National/International

- **ASQ Fellow**, 2012, highest mark of distinction bestowed by the Society with a personal citation *"for outstanding and innovative cross-disciplinary contributions to teaching and research in quality, for promoting social responsibility through quality and process improvement as a form of community service, and for continuing service to the quality profession through ASQ sections, divisions, and interest groups."*
- **ASQ Influential Voices** blogger, 2012 - present
- **ASQ's 40 New Voices of Quality**, 2011
- **Epsilon Pi Tau** National Technology Honor Society, inducted in 2009
- **Vice Presidential Hammer Award**, 1999, for supporting contributions to improved data quality and data production processes as part of NOAA GPS Meteorology Group, for "contributions to building a government that works better and costs less" (citation by Al Gore)

### Academic

- **Outstanding Junior Faculty Award**, JMU College of Integrated Science and Technology (CISAT), 2011-2012

### Industry

- Nortel Networks Professional Services **Newcomer of the Year** Award, 2000
- Nortel Networks Strategic Services **Employee of the Quarter**, July 2000

## **PROFESSIONAL EXPERIENCE**

**Assistant Professor, Department of Integrated Science and Technology**, James Madison University (Harrisonburg, VA) – 2009 to present

**Assistant Director (VP)**, Office of End to End Operations, National Radio Astronomy Observatory Headquarters (Charlottesville, VA) – 2006 to 2009

**Managing Partner**, Espresso Labs LLC (Charlottesville, VA) – 2009 to 2011

**Head of Software Development**, Green Bank Telescope (GBT), National Radio Astronomy Observatory (Green Bank, WV) – 2002 to 2006

**Chief Operating Officer**, Tessellent LLC (Denver, CO) – 2002

**Senior Solutions Architect & Engagement Manager**, Major Accounts, Nortel Networks Professional Services Organization (NA, Europe, Australia) – 2000 to 2001

**Software Development Manager**, Rhythms Netconnections, Inc. (Englewood, CO) – 1999

**Scientific Systems Analyst**, National Oceanic & Atmospheric Administration (NOAA) Forecast Systems Laboratory (Boulder, CO) – 1998 to 1999

**Scientific Systems Analyst**, Institute for Atmospheric Sciences (Rapid City, SD) – 1998

**Project Manager, Systems Administrator, Perl Programmer**, Quintet International, Inc. (State College, PA) – 1995 to 1998

**CONSULTING** *details available upon request*

**PROFESSIONAL DEVELOPMENT**

**David Whyte Workshop**, "The Art of Asking the Beautiful Question" - February 22, 2014

**Stanford University**, Statistical Learning (MOOC) -- Spring 2014

**Charles Eisenstein Workshop**, "Empowering the Change Agent" - August 3, 2013

[<http://deeply.be/Charles-Eisenstein-Workshop.html>]

**Stanford University**, Introduction to Artificial Intelligence (w/S. Thrun & P. Norvig) – Fall 2011

**JMU**, Audit of PSY 497A Positive Psychology (w/J. Kurtz) – Fall 2011

**Institute for Blended Learning**, JMU Center for Faculty Innovation – Fall 2011

**Naropa University** (Boulder, CO) Audit of EDU 615E Sacred Learning – Fall 2010

**GRANTS RECEIVED**

**Business Innovation Factory**, BIF10 Grant, Providence RI (\$2000) - September 2014

**Catalyst Week**, sponsored by the Downtown Project Last Vegas (~\$2500 lodging/meals) - March 2014

**Business Innovation Factory**, BIF9 Community Grant, Providence RI (\$2000) - September 2013

**American Society for Quality**, World Conference for Quality and Improvement (\$895) Fellow Grant to support conference registration, January 2013

**American Society for Quality**, Influential Voices Honorarium (\$250) - 2013

**James Madison University**, Study Abroad General Education Grant for **Iceland** (\$4000) - April 2012

**American Society for Quality**, Influential Voices Honorarium (\$250) - 2012

**American Society for Quality Software Division**, International Conference on Software Quality Travel & Registration Grant (\$895) - San Diego CA - November 2011

**American Society for Quality Software Division**, Travel Grant to attend Conference on Software Engineering Education and Training (CSEET) (\$1300) - Pittsburgh PA - March 2010

**American Society for Quality Software Division**, International Conference on Software Quality Travel & Registration Grant (\$895) - Northbrook IL - November 2009

**American Society for Quality Software Division**, World Congress on Software Quality (WCSQ) Travel & Registration Grant (\$1200) - Bethesda MD - November 2008

**TEACHING, ADVISING & PROJECT MENTORSHIP**

**Classes Taught** (B\*=blended; \*\*=online; S\*=service learning; T\*=team taught; C\*=coordinated courses)

*Graduate Level*

Spring 2014 IES 5005 – SERM Quantitative Data Analysis (w/M. Benton and E. Salib)

ST\*Spring 2013 ISAT 680 – Quality and Process Improvement in Action (3 cr.) (w/R. Simmons, COB)

Spring 2013 IES 5005 – SERM Quantitative Data Analysis (w/M. Benton and E. Salib)

ST\*Spring 2012 ISAT 680 – Quality and Process Improvement in Action (3 cr.) (w/R. Simmons, COB)

Spring 2012 IES 5005 – SERM Quantitative Data Analysis (provided project assistance only)

Fall 2012 ISAT 655 – Technology Assessment (3 cr.)

Fall 2010 ISAT 654 – Advanced Technology Management (3 cr.)

B\*Fall 2011 ISAT 654 – Advanced Technology Management (3 cr.)

*Honors Seminar*

CST\*Spr 2013 HON 300 – Quality and Process Improvement in Action (3 cr.) (w/R. Simmons, COB)

ST\*Spr 2012 HON 300 – Quality and Process Improvement in Action (3 cr.) (w/R. Simmons, COB)

*ISAT Information & Knowledge Management*

C\*Spring 2014 ISAT 341 – Simulation & Modeling (3 cr.)

C\*Spring 2013 ISAT 341 – Simulation & Modeling (3 cr.)

Spring 2012	ISAT 341 – Simulation & Modeling (3 cr.)
Spring 2011	ISAT 341 – Simulation & Modeling (3 cr.)
Spring 2010	ISAT 341 – Simulation & Modeling (3 cr.)
Fall 2014	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2013	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2012	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2011	ISAT/CS 344 – Intelligent Systems (3 cr.)
Spring 2011	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2010	ISAT/CS 344 – Intelligent Systems (3 cr.)
T*Spring 2010	ISAT/CS 344 – Intelligent Systems (3 cr.) (w/P. Cushman)

*IA Foundations/Analytical Methods*

Fall 2014	IA 252 – Programming and Problem Solving (3 cr.)
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*ISAT Foundations/Analytical Methods*

BS*Fall 2014	GISAT 251 – Applied Statistics (3 cr.)
BS*Spring 2014	GISAT 251 – Applied Statistics (3 cr.)
BS*Fall 2013	GISAT 251 – Applied Statistics (3 cr.)
BS*Fall 2012	GISAT 251 – Applied Statistics (3 cr.)
BS*Spring 2012	GISAT 251 – Applied Statistics (3 cr.)
Fall 2011	GISAT 251 – Applied Statistics (3 cr.)
Fall 2010	GISAT 251 – Applied Statistics (3 cr.)
Fall 2009	GISAT 251 – Applied Statistics (3 cr.) (assistant to P. Goodall)

*Discussion Groups*

T*Spring 2014	ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)
T*Spring 2013	ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)
T*Spring 2012	ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)
T*Spring 2011	ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)

*General Education*

** June 2014	GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
**May 2014	GSCI 161 – Science Processes (1 cr.)
**May 2014	GSCI 162 – Science of the Planets (2 cr.)
** May 2014	GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
**June 2013	GSCI 161 – Science Processes (1 cr.)
**June 2013	GSCI 162 – Science of the Planets (2 cr.)
** June 2013	GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
**May 2013	GSCI 161 – Science Processes (1 cr.)
**May 2013	GSCI 162 – Science of the Planets (2 cr.)
** May 2013	GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
B*May 2012	GSCI 161 – Science Processes (1 cr.)
**May 2012	GSCI 162 – Science of the Planets (2 cr.)
**May 2011	GSCI 162 – Science of the Planets (2 cr.)
Spring 2010	GSCI 164 – Physical Science (2 cr.)
Fall 2009	GSCI 161 – Science Processes (1 cr.)
Fall 2009	GSCI 162 – Science of the Planets (2 cr.)

*Independent Study/Special Topics*

Spring 2014	ISAT 480 – Statistical Computing (3 cr.) - Alex Paullin
Spring 2014	ISAT 480 – Statistical Analysis & Research Writing (1 cr.) - Liz Wronko & Bastiana Rodebaugh, ISAT
Fall 2013	ISAT 341 – Simulation & Modeling (3 cr.) - Cassidy Moellers, ISAT
Spring 2013	ISAT 480 – Advanced Simulation and Modeling (3 cr.) - Brent Barbachem, CS
Spring 2013	ISAT 480 – Social Media Data Acquisition (1 cr.) - Virginia Thai, ISAT
Spring 2011	GSCI 162 – Science of the Planets (2 cr.) - Kyle Clerico, ISAT

**Student Projects Advised at JMU**

*Primary Advisor for Projects in **Innovation and Transformative Experience:***

- 2015 – “Gerbil Rave: Participatory Interactive Zome Art,” Cassidy Moellers, Robert Spinoza, Dylan Chance; B.S. in Integrated Science and Technology at JMU

*Primary Advisor for Projects in **Quality Informatics:***

- 2015 – “Mobile Activity Recognition System (MARS),” Eric Walisko, Ben Thompson; B.S. in Integrated Science and Technology at JMU
- 2014 – “Improving Product and Process Quality at Cross Keys Vineyards,” Gordon Heil, Tessa Heydinger, Andrew Lucchesi; B.S. in Integrated Science and Technology at JMU
- 2014 – “An Analysis of Foam Quality in Starr Hill and Three Brothers Products,” Michael Carr; B.S. in Integrated Science and Technology at JMU
- 2014 – “Improving Inventory Ordering Strategies to Reduce Holding Costs for Angler’s Choice Marine,” Ian Loganadan, Kevin Rakaric; B.S. in Integrated Science and Technology at JMU
- 2014 – “Analysis of the Relationship between Beaver Creek Reservoir Water Quality and Starr Hill Brewery Product Quality,” Elizabeth Wronko, Bastiana Rodebaugh; B.S. in Integrated Science and Technology at JMU
- 2013 – “Analysis of the Relationship between Beaver Creek Reservoir Water Quality and Starr Hill Brewery Product Quality,” Emily Northup; B.S. in Integrated Science and Technology at JMU
- 2013 – “Analysis of the Relationship between Beaver Creek Reservoir Water Quality and Starr Hill Brewery Product Quality: A Pilot Project,” Mandy Jenkins, Calla Feucht, James Boley; B.S. in Integrated Science and Technology at JMU
- 2013 – “Determining Good and Bad Batches of Beer using Classifiers for Starr Hill Brewery,” Hugh Blanchetti, Kurt Valentiner, Adam Hall; B.S. in Integrated Science and Technology at JMU
- 2013 – “Influential Resources, Key Themes and Emerging Trends in Technology Management,” Thao Virginia Thai; B.S. in Integrated Science and Technology at JMU
- 2012 – “Exploratory Analysis of 2010 Starr Hill Brewing Company Production Data,” Sean McMillin, Andy Duong, Nick Kersch, Jan Smith, John Turner, Blake Jenkins; B.S. in Integrated Science and Technology at JMU
- 2011 – “An Expert System for the Quality Systems Development Roadmap (QSDR),” Doug Jin, B.S. in Integrated Science and Technology at JMU

*Committee Member or Co-Advisor for:*

- 2014 – “Assessing Perception and Tourism Impacts of Offshore Wind Energy Installations in Virginia,” Bryan Ogden, M.S. in SERM at JMU
- 2014 – “The Impact of Open-Source Data and Activity-Based Intelligence on the Mapping of Human Domain,” Ken Sydnor, M.S. in Integrated Science and Technology at JMU
- 2013 - “SmartClickR: Modern Audience Response System,” Jimmy Dempsey, Brad Fischer, Billy Godfrey, and Daniel To, B.S. in Integrated Science and Technology at JMU (Co-advising with Morgan Benton and Emil Salib)
- 2012 – “Exploring More Efficient Business Models for Electric Power Distributors,” Brooks Taylor, M.S. in Integrated Science and Technology at JMU

- 2010 – “Simulating Business Team Assembly with Network Models,” Kevin Zdancewicz, M.S. in Integrated Science and Technology at JMU
- 2006 – “Data Quality Diagnostics for the Green Bank Telescope,” Ron DuPlain, B.S. in Computer Engineering at the University of Cincinnati [three year co-op project started in 2003]

### **Summer Student Projects Advised**

#### *National Radio Astronomy Observatory:*

- 2008 – “Data Preservation and Access for the NRAO 140ft and 12m Telescopes,” Brian Sacash, B.S. Physics
- 2008 – “Applying Semantic Web Technologies and Ontologies to the NRAO Data Vault,” Bryan Murphy, B.S. Computer Science
- 2005 – “Frequency of Execution Metrics for GBT Observing,” Soumya Ghosh, M.S. Computer Engineering
- 2004 – “Data Quality Diagnostics for the GBT,” Ron DuPlain, B.S. Computer Engineering
- 2003 – “Enhancing the Portability of GBT Data,” Andy Cowan, B.S. Computer Science

### **Mentorship and Training**

- 2000 – Developed course on “E-Business Models, Technologies and Strategy Development”, instructed 300+ consultants and managers with Nortel CRM Professional Services
- 1996 – American Meteorological Society Datastreme Project - educated teachers of grades 7-12 in fundamental meteorology, forecasting, and industrial meteorology applications

## **RESEARCH**

My multidisciplinary research agenda employs data science to explore new ways to think about quality systems and innovation, with a focus on emergent environments for living and learning, leveraging alternative economies and gift cultures such as Burning Man. I explore:

- **quality consciousness** (improving awareness, alignment and attention to help *individuals* improve quality and productivity; creating novel, innovative organizational quality systems),
- **quality informatics** (data- and algorithm-intensive quality improvement), and
- understanding how **innovation** is catalyzed by culture and transformational experience, particularly in higher education.

Quality can be defined as "the totality of characteristics of an ENTITY that bears on its ability to satisfy stated and implied needs." (ISO 9000 para 3.1.5; formerly ISO 8402) Usually, when we're thinking about quality systems within business organizations, our entities are products and processes and projects.

But we're never on our own - whatever we pursue or accomplish, we're always individuals in relationship to, and in community with, one another. As a result, what if the ENTITY in the definition above is YOU? The quality of any product, process, relationship, or venture you engage in will depend upon the QUALITY YOU EMBODY and how you relate to, and align with, the environment in which you are embedded.

Quality consciousness and quality informatics are related in the same way that artificial intelligence is related to consciousness: we can improve our ability to influence quality by

improving the *cooperative awareness and attention* of humans and machines who must sift through increasing volumes and varieties of data to make goal-directed decisions.

## **PUBLICATIONS**

### **Refereed Articles & Dissertation:**

1. **Radziwill, N. M., & Owens, T.** 2014: Fresh Perspectives: Leverage the Relationships Among Innovation, Technology, and Quality to Unlock Your Creative Potential. *Quality Progress*, January, p. 30-36.
2. **Radziwill, N. M. & Benton, M. C.,** 2013: Burning Man - Quality and Innovation in the Spirit of Deming. *Journal for Quality and Participation*, April, p. 7-11.
3. **Radziwill, N. M.,** 2013: A Review of Research in the Quality Management Journal: Influential Resources, Key Themes, and Emerging Trends. *Quality Management Journal* 20(1), Jan., p. 7-36.
4. **Radziwill, N. M.,** 2013: Tell Me About It: Export Your Lessons Learned to Spark Innovation. *Quality Progress*, October, p. 80. <http://rube.asq.org/quality-progress/2013/10/back-to-basics/tell-me-about-it.pdf>
5. **Radziwill, N. M.** 2011: Using SIPOC to Define Your Research Agenda: A Tool for Junior Faculty. *ASQ Higher Education Brief*, December 2011.
6. **Radziwill, N. M.,** 2009: Topology, Evolution, and Network-Based Continuous Improvement of the Quality Management Journal. **Ph.D. Dissertation**, Indiana State University, 166 pages, AAT 3374728. [http://www.bgsu.edu/colleges/technology/faculty/sinn/Radziwill\\_Dissertation.pdf](http://www.bgsu.edu/colleges/technology/faculty/sinn/Radziwill_Dissertation.pdf)
7. **Radziwill, N. M., Olson, D., Vollmar, A., Lippert, T., Mattis, T., Van Dewark, K. and J.W. Sinn,** 2009: Starting from Scratch. *China Quality*, p. 59-61. [translated into Chinese by Wangfang Data] Available at <http://c.wanfangdata.com.cn/periodical-zhonggzl.aspx> (with subscription) or view a copy at [http://nicoleradziwill.com/portfolio/Radz\\_StartFromScratchChinese.pdf](http://nicoleradziwill.com/portfolio/Radz_StartFromScratchChinese.pdf)
8. Crossley, J.H., DuPlain, R. F. & **Radziwill, N. M.,** 2009: Web Service Automates Access to Multiple Astronomical Data Sources. SPIE Newsroom, March 11, 2009; Retrieved from <http://spie.org/x34139.xml?highlight=x2418&ArticleID=x34139>. DOI: 10.1117/2.1200903.1561
9. **Radziwill, N. M., Olson, D., Vollmar, A., Lippert, T., Mattis, T., Van Dewark, K. and J.W. Sinn,** 2008: Starting from Scratch. Feature article in *Quality Progress*, September 2008.
10. **Radziwill, N. M.,** 2006: Foundations for Quality Management of Scientific Data Products. *Quality Management Journal*, v13 Issue 2 (April), p. 7-21.
11. **Radziwill, N. M. and A. L. Shelton,** 2005: Push for Cheese – A Metaphor for Software Usability. *CrossTalk: The Department of Defense Journal of Software Engineering*. December.
12. **Radziwill, N. M.,** 2005: An Ethical Theory for the Advancement of Professionalism in Software Engineering. *Software Quality Professional*, v7 Issue 3 (June), p. 14-23.

### **Refereed Articles (In Preparation):**

1. Benton, M. C. & **Radziwill, N. M.,** 2014: Examining the Psychology of Merit Pay in Higher Education. To be submitted to *Quality Approaches in Higher Education*.

### **Published Source Code (Software):**

1. Marganian, P., Garwood, R.W., Braatz, J.A., **Radziwill, N.M.** & Maddalena, R., 2013: **GBTIDL: Reduction and Analysis of GBT Spectral Line Data**. Astrophysics Source Code Library, record ascl:1303.019, March. <http://adsabs.harvard.edu/abs/2013ascl.soft03019M>
2. Sessoms, E., Shelton, A. & **Radziwill, N.M.,** 2004: **DEAP - Data Extraction and Analysis Program**. <http://deap.sourceforge.net>

**Blogs:**

1. **Radziwill, N. M.**, 2008-2013: **Quality and Innovation** (Blog, recognized by the American Society for Quality as one of its official *ASQ Influential Voices* social media resources). 250+ posts at <http://qualityandinnovation.com>.
2. **Radziwill, N. M. & Benton, M. C.**, 2012-2013: **The Burning Mind Project**, 20+ posts at <http://burningmindproject.org>

**Book Chapters:**

1. **Radziwill, N.M.** in Hendrickson, K., Danver, S. L., and Corfield, J., 2014: *Encyclopedia of the Industrial Revolution in World History*, Scarecrow Publishing. Articles on BASIC (programming language), CTQ Tree, Personal Computers, TRIZ.
2. **Radziwill, N. M.** and R.F. DuPlain, 2011: Quality and Continuous Improvement in Knowledge Management. Chapter in *Organizational Learning and Knowledge: Concepts, Methodologies, Tools, and Applications*, IGI Global. (<http://www.igi-global.com/book/organizational-learning-knowledge/49589>)
3. **Radziwill, N. M.** and R.F. DuPlain, 2009: Quality and Continuous Improvement in Knowledge Management. Chapter in *Knowledge Management Strategies for Business Development*, IGI Global.
4. **Radziwill, N. M.**, and R.F. DuPlain, 2008: A Model for Business Innovation in the Web 2.0 World. Invited Chapter in *Web 2.0 Business Models*, Springer.
5. **Radziwill, N. M.**, 2008: Implementing Communities of Practice to Manage Knowledge and Drive Innovation. Chapter in *Knowledge Management Strategies: A Handbook of Applied Technologies*. IDEA Group publishing.
6. **Radziwill, N. M.**, 2007: An Ethical Theory for the Advancement of Professionalism in Software Engineering. *Fundamental Concepts for the Software Quality Engineer, Volume 2*. ASQ Press: Milwaukee, WI.
7. **Radziwill, N. M.** and A. L. Shelton, 2006: The Impact of an Enterprise Software Architecture on Observing with the Robert C. Byrd Green Bank Telescope (GBT). Chapter in *Enterprise Architecture*, Institute of Chartered Financial Analysts of India (ICFAI) Press, Hyderabad, India.
8. **Radziwill, N. M.** and A. L. Shelton, 2006: TWiki as a Platform for Collaborative Software Development Management. Chapter in *Internet Collaboration Tools*, Institute of Chartered Financial Analysts of India (ICFAI) Press, Hyderabad, India.

**Editor:**

1. Chiozzi, G., and **Radziwill, N. M.** 2014: Software and Cyberinfrastructure for Astronomy III, Proceedings of SPIE, Vol. TBD.
2. **Radziwill, N. M.**, and Chiozzi, G., 2012: Software and Cyberinfrastructure for Astronomy II, Proceedings of SPIE, Vol. TBD.
3. **Radziwill, N. M.**, and Bridger, A., 2010: Software and Cyberinfrastructure for Astronomy I, Proceedings of SPIE, Vol. 7740.
4. Bridger, A. and **Radziwill, N. M.**, 2008: Advanced Software and Control for Astronomy II, Proceedings of SPIE, Vol. 7019.

**Essays/Popular Literature/Poetry:**

1. **Radziwill, N. M.**, 2014: **When I Lost My Words Last Night**. Rebelle Society, March 22, at <http://www.rebellestociety.com/2014/03/22/when-i-lost-my-words-last-night-poetry/>.



2. **Radziwill, N. M., 2012: Politically Incorrect Secrets for Getting Through College.** ISBN-10 1468138928; ISBN-13 978-1468138924. Available on Amazon at [http://www.amazon.com/gp/product/1468138928/ref=as\\_li\\_ss\\_tl?ie=UTF8&tag=qualandinnowe-20&linkCode=as2&camp=1789&creative=390957&creativeASIN=1468138928](http://www.amazon.com/gp/product/1468138928/ref=as_li_ss_tl?ie=UTF8&tag=qualandinnowe-20&linkCode=as2&camp=1789&creative=390957&creativeASIN=1468138928).
3. **Radziwill, N. M., 2011: The Undergrad Jungle Book – A Top Secret Collection of Startling Tips, Tricks and Disclosures to Help You Brave the Wild Terrain of Undergraduate Academics.** ISBN-10 1456483188; ISBN-13 9781456483180. *Out of Print*.
4. **Radziwill, N. M., 2010: Disconnected: Technology Addiction & the Search for Authenticity in Virtual Life.** ISBN-10 1453632271; ISBN-13 978-1453632277. Available on Amazon at <http://amzn.to/dcMWp8>.

## Book Reviews:

All have been published in *Quality Management Journal* unless otherwise noted.

1. **Six Sigma Case Studies with Minitab.** 2014. Kishore K. Pochampally and Surendra M. Gupta. Boca Raton, FL: Taylor and Francis (CRC Press). 302 pages. (Review Date: April 2014)
2. **Quality Management for Organizations Using Lean Six Sigma Techniques.** 2014. Erick C. Jones. Boca Raton, FL: Taylor and Francis (CRC Press). 591 pages. (Review Date: April 2014)
3. **Six Simple Rules: How to Manage Complexity Without Getting Complicated.** 2014. Yves Morieux and Peter Tollman. Boston, MA: Harvard Business School Press. 220 pages. (Review Date: April 2014)
4. **Human Work Productivity: A Global Perspective.** 2014. Shrawan Kumar, Anil Mital, and Arunkumar Pennathur (Eds.) Boca Raton, FL: CRC Press/Taylor and Francis Group. 239 pages. (Review Date: January 2014)
5. **Process Safety Management: Leveraging Networks and Communities of Practice for Continuous Improvement.** 2014. Chitram Lutchman, Douglas Evans, Rohanie Maharaj, and Ramesh Sharma. Boca Raton, FL: CRC Press/Taylor and Francis Group. 220 pages. (Review Date: January 2014)
6. **Give and Take: A Revolutionary Approach to Success.** 2013. Adam Grant. New York, NY: Viking. 305 pages. (Review Date: January 2014)
7. **Thrivability: Breaking Through to a World That Works.** 2013. Jean M. Russell. Devon, UK: Triarchy Press. 180 pages. (Review Date: October 2013)
8. **The Executive Guide to Innovation: Turning Good Ideas into Great Results.** 2013. Jane Keathley, Peter Merrill, Tracy Owens, Ian Meggarrey, and Kevin Posey. WI: ASQ Quality Press. 160 pages. (Review Date: October 2013)
9. **The Power of Pull: How Small Moves, Smartly Made, Can Set Big Things in Motion.** 2010. John Hagel III, John Seely Brown, and Lang Davison. NY: Basic Books. 277 pages. (Review Date: July 2013)
10. **Get Lucky: How to Put Planned Serendipity to Work for You and Your Business.** 2012. Thor Muller and Lane Becker. San Francisco: Jossey-Bass. 288 pages. (Review Date: July 2013)
11. **Building Resilience: Social Capital in Post-Disaster Recovery.** 2012. Daniel P. Aldrich. Chicago and London: University of Chicago Press. 232 pages. (Review Date: April 2013)
12. **Leading and Managing the Lean Management Process.** 2011. Gene Fliedner. New York: Business Expert Press, LLC. 150 pages. (Review Date: April 2013)
13. **Management Matters: Building Enterprise Capability.** 2013. John Hunter. Leanpub: 222 pages. (Review Publication Date: July 2013)

### Refereed Conference Presentations & Proceedings:

1. **Radziwill, N. M. & Benton, M. C.**, 2013: The Burning Mind Project - Creating a Culture of Radical Innovation in Technology Education. ATMAE Annual Meeting, New Orleans LA, November 21.
2. **Radziwill, N. M. & Simmons, R. A.**, 2012: Quality Without Borders – Service Learning for Young Quality Professionals. ASQ World Conference for Quality and Improvement (WCQI), Anaheim, CA, May 23.
3. Simmons, R. A. & **Radziwill, N. M.**, 2012: Quality Showcase – Celebrating the Work of Young Quality Professionals. ASQ World Conference for Quality and Improvement (WCQI), Anaheim, CA, May 23.
4. **Radziwill, N. M. & Doggett, M.**, 2012: Critical References and Texts in Technology Management. ATMAE Annual Meeting, Nashville TN, November 17.
5. Benton, M. C. & **Radziwill, N. M.**, 2011: A Path for Exploring the Agile Organizing Framework in Technology Education. Agile 2011, Salt Lake City UT, August 9, 2011.
6. **Radziwill, N. M. & Benton, M. C.**, 2011: Applying the Agile Organizing Framework to Team Management. International Conference on Software Quality (ICSQ), San Diego CA, February 8, 2011.
7. Benton, M. C. & N. M. **Radziwill**, 2010: Using the Agile Organizing Framework to Create Adaptive Learning Environments for Technology Development. ATMAE, Panama City Beach FL, October 29, 2010.
8. **Radziwill, N. M. & Mitchell, L.**, 2010: Using the Baldrige Criteria for Observatory Strategic and Operations Planning. SPIE Observatory Operations: Strategies, Processes and Systems III, San Diego CA, June 26 - July 1.
9. **Radziwill, N. M.**, 2010: The Baldrige Criteria for Performance Excellence for Quality Management in Observatories. SPIE Modeling, Systems Engineering, and Project Management for Astronomy IV, San Diego CA, June 26 - July 1.
10. **Radziwill, N. M. & DuPlain, R.**, 2010: Using Value-Based Total Cost of Ownership (TCO) Measures to Inform Subsystem Trade-offs. SPIE Modeling, Systems Engineering, and Project Management for Astronomy IV, San Diego CA, June 26 - July 1.
11. DuPlain, R., Balsler, D. & **Radziwill, N. M.**, 2010: Build Great Web Search Applications Quickly with Solr and Blacklight. SPIE Software and Cyberinfrastructure for Astronomy, San Diego CA, June 26 – July 1.
12. Hoffman, A., Rennoch, A., Schieferdecker, I., & **Radziwill, N. M.**, 2009: A Generic Approach for Modeling Test Case Priorities with Applications for Test Development and Execution. 3<sup>rd</sup> IEEE International Conference on Secure Software Integration and Reliability Improvement, Shanghai, China, July 8-10, 2009. [poster]
13. Crossley, J., DuPlain, R. F., & N.M. **Radziwill**, 2009: Combining Google Sky and the Search Functionality of the Virtual Observatory (VO). Meeting of the American Astronomical Society, Long Beach, California, Nov. 2-5. [Poster]
14. **Radziwill, N. M.**, 2008: End to End Operations at the National Radio Astronomy Observatory. SPIE, Marseille France, Jun 23-28.
15. Crossley, J. H., Sjouwerman, L. O., Fomalont, E. B., and N. M. **Radziwill**, 2008: NRAO VLA Archive Survey. SPIE, Marseille France, Jun 23-28. [Poster]
16. **Radziwill, N.M.**, 2007: Beyond Usability – Improving Software Quality by Closing the “Expectation Gap”. International Conference on Software Quality (ICSQ), Lakewood CO, October 16-17.
17. DuPlain, R., **Radziwill, N.M.**, & Shelton, A., 2007: A Rule-Based Data Quality Startup Using PyCLIPS. ADASS XVII, London UK, September 2007.
18. Crossley, J. H., Sjouwerman, L. O., Fomalont, E. B., & **Radziwill, N. M.** 2007: NRAO VLA Archive Survey. Bulletin of the American Astronomical Society, 39, 961. [Poster]
19. **Radziwill, N. M.**, 2006: Cost of Quality (CoQ) Metrics for Telescope Operations and Project Management. SPIE, Orlando FL, May 25-31.
20. **Radziwill, N. M.**, 2006: Valuation, Policy and Software Strategy. SPIE, Orlando FL, May 25-31.

21. DuPlain, R. F. and N.M. **Radziwill**, 2006: Autonomous Quality Assurance and Troubleshooting. SPIE, Orlando FL, May 25-31.
22. **Radziwill**, N.M. and A. L. Shelton, 2006: A Standard Python Environment for Software Applications at the Green Bank Telescope (GBT). SPIE, Orlando FL, May 25-31.
23. **Radziwill**, N.M. and R. DuPlain, 2005: A Framework for Telescope Data Quality Management. Proc. SPIE, Madrid, Spain, October 2-5, 2005.
24. Garwood, R., J. Braatz, P. Marganian and N. **Radziwill**, 2006: GBTIDL – A New Package for Reduction and Analysis of GBT Spectral Line Data. AAS, Washington DC, January 2006.
25. Marganian, P., B. Garwood, J. Braatz, N. **Radziwill** and R. Maddalena, 2005: GBTIDL - A New Package for Reduction and Analysis of GBT Spectral Line Data. ADASS XV, Madrid, October 2005.
26. O'Neil, K., A. Shelton, N. **Radziwill**, and R. Prestage, 2005: The Astronomer's Integrated Desktop - A Unified Suite of Applications for Scheduling-Block Based Observing with the GBT. ADASS XV, Madrid, October 2005.
27. **Radziwill**, N. M., M. Mello, E. Sessoms, and A. Shelton, 2004: An Enterprise Architecture for the Green Bank Telescope (GBT). Proc. SPIE 5496, Glasgow Scotland, June 21-26, 2004.
28. **Radziwill**, N. M. and A. L. Shelton, 2004: TWiki as a Platform for Collaborative Software Development Management. Proc. SPIE 5496, Glasgow Scotland, June 21-26, 2004.
29. Cowan, A. W., N. **Radziwill**, D. Fleming and E. Sessoms, 2004: Enhancing the Portability of GBT Data, AAS 203rd Meeting, Seattle, WA, January 2004.
30. O'Neil, K., N. **Radziwill**, and R. Maddalena, 2003: Increasing the Accessibility of Green Bank Telescope Data, ADASS XII, Strasbourg, France, October 2003.
31. **Radziwill**, N. M. 1999. A Theoretical Approach to Air Traffic Delay Reduction Using Storm-Scale Numerical Weather Prediction. Preprints, 8th Conference on Aviation, Range, and Aerospace Meteorology, January 10–15, American Meteorological Society, Dallas, TX.
32. Capehart, W.J., N. M. **Radziwill** and C. A. Naus, 1999: The NCAR Land Surface Model examined in the contexts of PILPS 2(d) and a regional atmospheric prediction model, AMS 79th Annual Meeting, 14th Conference on Hydrology, Dallas, TX, 10-14 January.
33. Gutman, S., K. Holub and N. **Radziwill**, 1999: NOAA Ground-Based GPS Water Vapor Demonstration Network, International Union of Geophysics and Geodesy, 22nd General Assembly, Birmingham UK, July 18-30, 1999.

### Refereed Newsletter Articles:

1. **Radziwill**, N. M., 2011: How Usability and (Software) Quality are Related. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, February 2011.
2. **Radziwill**, N. M., 2010: Scrum for Kids. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, September 2010.
3. **Radziwill**, N.M., 2009: Beyond Usability – Improving Software Quality by Closing the “Expectation Gap”. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, January 2009.
4. **Radziwill**, N. M., 2009: The ITEA Criteria for Software Process Performance Improvement. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, January 2009.
5. **Radziwill**, N. M., 2008: Evolving the ASQ Software Division towards 2015. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, June 2008.

### Selected Internal Memos & Non-Refereed Publications:

6. **Radziwill**, N. M., Tang, J., Handley, M., Henriksen, P., Goodall, P., Altaii, K. & Pappas, E., 2012: Overview of the BS Program in Integrated Science and Technology (BS ISAT). Prepared for review by the STEM/HHS Executive Advisory Council (EAC), October 12.

7. Butler, B., B. Glendenning, E. Greisen, P. Jewell, J. McMullin, R. Prestage, N. **Radziwill**, D. Tody, 2005: Report for the NSF Review of NRAO Software – NRAO e2e Software Status and Plan, 2005 – 2009. Coordinated by Butler, Glendenning and **Radziwill**. Available from [http://wiki.gb.nrao.edu/pub/Software/NsfReview2005/NRAOSoftwareStrategy\\_Sep20.pdf](http://wiki.gb.nrao.edu/pub/Software/NsfReview2005/NRAOSoftwareStrategy_Sep20.pdf)
8. **Radziwill**, N. M. and R. M. Prestage, 2005: GBT High Level Software Development Plan, FY2006-2007, September 28.
9. **Radziwill**, N. M., R. M. Prestage and F. Ghigo, 2004: GBT Scheduling Block Concept, Specifications and Design. NRAO, August 6.
10. **Radziwill**, N. M., 2004: High-Level Design for a Suite of Basic Continuum and Spectral Line Data Reduction Routines Using IDL. NRAO, July 28.
11. Prestage, R., P. Jewell, N. **Radziwill** and J. Lockman, 2003: The GBT Software Integrated Product Team. NRAO, May 28.
12. **Radziwill**, N. M., 2001: Requirements for Automatic Registration of Web Portal Users and User Database for Clarify v10 Customer Relationship Management (CRM) Software. Nortel Networks, March 21.
13. **Radziwill**, N. M., 2000: Managing an Effective Transition between Customer Relationship Management (CRM) and Relationship-Driven eBusiness. Whitepaper, Nortel Networks, 800 recipients. *Used as the basis for an international training program.*

### Invited Talks/Expert Panels:

1. **Radziwill**, N. M., 2013: IT Skill Sets of the Future. Presented to the 2013 Commonwealth of Virginia's Innovative Technology Symposium (COVITS), Richmond VA, September 9. <http://www.govtech.com/events/COVITS-2013.html?page=speaker&id=220736541#myModal-214643671>
2. **Radziwill**, N. M., 2013: What is Quality Consciousness? Presented to the Blue Ridge Section (1108) of the American Society for Quality (ASQ), Harrisonburg, VA, January 16.
3. **Radziwill**, N. M., 2012: What is Quality Consciousness? Presented to the Lynchburg Section of the American Society for Quality (ASQ), Lynchburg, VA, June 7.
4. **Radziwill**, N. M. & Benton, M.C. 2012: Agile Software Development and the Learning Organization. Invited Speaker, ASQ North Jersey Spring Quality Conference, April 5.
5. **Radziwill**, N. M. 2011: Unplugged – Disconnected from Social Media. Social Media Summit 2011, Harrisburg University of Science and Technology, Harrisburg PA, September 14<sup>th</sup>.
6. **Radziwill**, N. M. 2010: Make or Buy? A Value-Based Approach to TCO Analysis. Institute for Software Excellence, World Conference for Quality and Improvement (WCQI), St. Louis MO, May 26<sup>th</sup>.
7. **Radziwill**, N. M. 2010: The American Society for Quality Software Division 2010-2012. Presentation to IEEE SIG/ASQ Section 509, McLean VA, January 26.
8. **Radziwill**, N. M. 2009: The Executive's Guide to Software with EASE. Institute for Software Excellence, World Conference for Quality and Improvement (WCQI), Minneapolis MN, May 19<sup>th</sup>.
9. **Radziwill**, N. M., 2009: Why Outer Space Needs Software Engineers. Presentation to Undergraduate and Graduate students at Howard University, Washington DC, April 8<sup>th</sup>.
10. **Radziwill**, N.M., 2007: Invited speaker to the January 2007 American Society for Quality (ASQ) Section 1108 meeting, Waynesboro, VA. Topic: Quality Issues in Data Analysis.
11. **Radziwill**, N.M., 2006: Quality Management in Astronomical Software Systems. One of four invited keynote speakers for Astronomical Data Analysis and Software Systems (ADASS) conference, Tucson, AZ.
12. **Radziwill**, N. M., 2006: Quality Management, Telescope Operations and Data Quality. Main speaker for a joint session between the National Optical Astronomy Observatory (NOAO) and the National Solar Observatory (NSO) on Quality Issues, Tucson AZ (January 27).
13. **Radziwill**, N. M. and R. DuPlain, 2004: Quality Control at the Green Bank Telescope. Presented to the Shenandoah Section of the American Society for Quality (ASQ), Winchester, VA November 9, 2004.
14. **Radziwill**, N. M. and J. L. Gray, 2001: Intelligent Customer Relationship Management. INFORM 2001 conference, Las Vegas NV, April 8-12, 2001.

**Workshops Facilitated:**

1. Kendrew, S., **Radziwill**, N. M., & Chiozzi, G., 2014: Hack SPIE - Software and Cyberinfrastructure Hackathon for Astronomy. Montreal, Quebec (Canada), June 26.
2. Benton, M. C. & **Radziwill**, N. M., 2013: Bringing the 10 Principles to the Classroom. Burning Man Project Headquarters, San Francisco CA, March 6. More information available at: <http://www.burningmanproject.org/2013/02/free-workshop-bringing-the-ten-principles-to-the-classroom#.USj2XqUsnng>
3. Benton, M. C. & **Radziwill**, N. M., 2013: Less Work, Better Learning, More Fun! Effective Strategies for Teaching Without Grades. JMU Center for Faculty Innovation, Harrisonburg VA, May 6.

**SERVICE****SERVICE TO UNIVERSITY/FACILITY****JMU***University*

2013-2014	Faculty Advisor, JMU Free Flow (Hoop and Poi Spinning Club)
2013-2014	Spirituality Dialogues (Wellness Passport Program) Facilitator
2012-2013	Spirituality Dialogues (Wellness Passport Program) Co-Chair and Facilitator
2013	Expanding Your Horizons (EYH) conference Workshop Leader, “Quality Tools for Problem Solving”
2013	Dingledine Scholarship Interviewer (alternate)
2012	Expanding Your Horizons (EYH) conference (to stimulate interest in STEM fields Among girls in grades 7-10), Workshop Leader, “Quality Tools for Problem Solving”
2011	Quality Enhancement Program (QEP) Implementation Consultant (Ad Hoc)
2011-2012	Spirituality Dialogues (Wellness Passport Program) Facilitator

*College*

2013-2014	Student Research Project Mentor, JMU-Loudoun County Schools Independent Science Research (ISR) program (ISAT 181)
2011-2012	New College (CISE) Steering Committee

*Department*

2013-2015	Assessment Committee, Member
2014	Participant, MS SERM APR Interviews
2014	Assessment Day, Senior Exit Interviews Session Facilitator/Notetaker
2012-2013	ABET Accreditation Committee <b>Report selected by ABET for "Display of Well-Prepared Self-Study Reports at 2014 ABET Symposium" - high honor received by only 30 of total recipients</b> <i>Responsible for writing Section 2 (Program Educational Objectives) and Section 3 (Student Outcomes), devising continuous improvement reporting strategy, writing Continuous Improvement evidence in Section 4, and editing assessment reporting</i>
2011-2013	ISAT Information & Knowledge Management (IKM) Academic Team Lead
2012-2013	IA Program, Faculty Hiring Committee (S. Marron, E. Reid)
2011	ISAT Telecom Program, Faculty Hiring Committee (S. El-Tawab)
2011-2012	JMU ISAT Master's Program, Interim Admissions Committee
2011	Quality Enhancement Program (QEP) Proposal Reviewer (Ad Hoc)
2011	ISAT Intelligence Analysis Program, Faculty Hiring Committee (T. Walton)
2009-present	ISAT Information & Knowledge Management (IKM) Academic Team, Member
2009-present	ISAT Social Context Academic Team, Member
2009-present	ISAT Foundations Committee, Member

**National Radio Astronomy Observatory (NRAO)**

2009	Member, Search Committee, Assistant Director for Program Management (NRAO)
2007	Chair, Search Committee, Chief Information Officer (NRAO)
2006 – 2009	Diversity Committee, National Radio Astronomy Observatory
2004	Expanded Very Large Array (EVLA) Design Review, Panel Member
2003	Chair, NRAO Observatory Computing Council
2003-2005	Founding Member, GBT Project Planning & Change Control Committee

**SERVICE TO PROFESSION****Journals**

2014 - pres.	Associate Editor, <i>Journal of Astronomical Telescopes, Instruments, and Systems (JATIS)</i>
2013 - pres.	Book Review Editor, <i>Quality Management Journal (QMJ)</i>
2012 - pres.	Editorial Review Board, <i>Quality Management Journal (QMJ)</i>
2012 – pres.	Editorial Review Board, <i>Journal of Technology Management and Applied Engineering (JTMAE)</i>
2011 – pres.	Editorial Review Board, <i>Quality Approaches in Higher Education (QAHE)</i>
2007 – pres.	Editorial Review Board, <i>Software Quality Professional (SQP)</i>
2009 – 2012	Editorial Review Board, <i>Journal of Industrial Technology (JIT)</i>

**Standards/Body of Knowledge (BOK) Development**

2013-2014	Advisor, development of ASQ Social Responsibility Body of Knowledge (BOK)
2011	Ad Hoc Reviewer, IEEE P730 Standard for Software Quality Assurance
2009	International Organization for Standardization (ISO) 26000 Standard for Social Responsibility, U.S. Technical Advisory Group (TAG), SSRO (Services and Research Organizations) Division Member

**Course/Textbook Development**

2014	Chapter Editor, <i>Lean Six Sigma Approaches in Manufacturing, Services, and Production</i> by Edem Tetteh (Ed.), IGI Global
2013-2014	Test Bank Question Developer, W.H. Freeman Co., <i>Statistics in Practice</i> by David Moore (textbook)
2013	Reviewer, W.H. Freeman Co., <i>Basic Practice of Statistics</i> by David Moore (textbook)

**Quality Awards Programs***National*

2010	Examiner, Malcolm Baldrige National Quality Award (MBNQA), administered by the National Institute of Standards and Technology (NIST); appointed by the U.S. Department of Commerce
2009	

*International*

2011	Preliminary Round Judge, ASQ International Team Excellence Award (ITEA)
2008	Preliminary Round Judge, ASQ International Team Excellence Award (ITEA)

**Confidential Grant Review Panels (Invited)**

Have participated or co-chaired 19 reviews for the National Science Foundation and FFRDCs since 2003

**Conference Program Committees (Technical Reviewer)**

2014	Program Chair, SPIE 2014, Software and Cyberinfrastructure for Astronomy
2012	Program Chair, SPIE 2012, Software and Cyberinfrastructure for Astronomy
2012	Program Committee/Referee, SPIE 2012, Observatory Operations
2012	Technical Program Committee (TPC), American Society for Quality (ASQ) World Conference on Quality and Improvement (WCQI), Anaheim CA
2011	Chair, Management Track, Association for Technology Management and Applied

- 2010 Engineering (ATMAE) Annual Conference, Panama City FL
- 2010 Technical Program Committee (TPC), American Society for Quality (ASQ) World Conference on Quality and Improvement (WCQI), St. Louis MO
- 2010 Chair, Management Track, Association for Technology Management and Applied Engineering (ATMAE) Annual Conference, Panama City FL
- 2010 Program Chair, SPIE 2010, Software and Cyberinfrastructure for Astronomy
- 2010 Program Committee/Referee, SPIE 2010, Observatory Operations
- 2008 Program Chair, SPIE 2008, Advanced Software and Control
- 2008 Program Committee/ Referee, SPIE 2008, Observatory Operations
- 2006 Program Committee/Referee, SPIE 2006, Advanced Software and Control

**Conference Program Committees (Non-Reviewer)**

- 2009 Program Organizing Committee, Astronomical Data Analysis & Software (ADASS)
- 2009 Marketing Chair, International Conference on Software Quality (ICSQ)
- 2008 Marketing Chair, 4<sup>th</sup> World Congress for Software Quality (WCSQ)

**Service to Professional Organizations**

*American Society for Quality (ASQ)*

- 2014 Newsletter Editor, Innovation Division
- 2012-2013 Vice Chair, Innovation Interest Group (launching Division)
- 2012 Audit Committee Chair, Software Division
- 2011 Innovation and Value Creation (IVC) Technical Committee
- 2011 Chief Proctor, Section 1108, ASQ Certification Exams (Dec. 3)
- 2011-2012 Young Quality Professionals (YQP) Advisory Board
- 2009-2011 Chair, Software Division (Elected)
- 2010 Newsletter Editor, Software Division
- 2008-2009 Chair-Elect, Software Division (~4000 members)
- 2008 Strategic Planning Chair, Software Division
- 2006-2008 Software Division Regional Councilor (Mid-Atlantic Region 11)

*Association of Technology Management & Applied Engineering (ATMAE)*

- 2010-2012 Vice President (Elected), Management Division
- 2009-2010 Interim Vice President (Elected), Management Division

*Other*

- 2009 TeraGrid Science Advisory Board (SAB) meeting, Panelist, December 2009
- 2008 Co-Chair, Innovation Group, Network Roundtable at the University of Virginia

**SERVICE TO COMMUNITY & SOCIETY**

*National Cyberinfrastructure*

- 2011 Consultant to "Managing Cyberinfrastructure Centers" Workshop, University of Georgia Terry College of Business, Athens GA, October 6-8

*Charlottesville Business Innovation Council (CBIC)*

- 2012 Annual Tech Tour Guide, Buford Middle School
- 2011 Annual Tech Tour Guide, Buckingham (Co.) High School

*Service Learning Projects Mentored*

- 2013 Commercial Metals Company (New Market)
- 2013 Harrisonburg-Rockingham CSA
- 2013 Harrisonburg Dept. of Social Services
- 2012 Small Business Development Center I
- 2012 Small Business Development Center II
- 2012 Shenandoah Caverns

## **PRESS**

### **About *The Burning Mind Project* (<http://burningmindproject.org>) with Morgan Benton:**

- March 7, 2013: "Why the 10 Principles? Because You Never Change the World the Same Way Twice" Retrieved from <http://blog.burningman.com/2013/03/afield-in-the-world/why-the-10-principles-because-you-never-change-the-world-the-same-way-twice/>
- March 1, 2013: "Burning Nerds - Ideology Subsumed?" Retrieved from <http://burners.me/2013/03/01/burning-nerds-ideology-subsumed>
- February 26, 2013: "Burning Man Should Treat Academia the Way it Does Commercialization" Retrieved from <http://blog.burningman.com/2013/02/uncategorized/academia-commercialization/>

### **About *Nicole's Students*:**

- Filiaggi, J., 2013 (April 8): ISAT Students Create Website, Hope to Replace Clickers. The Breeze. [http://www.breezejmu.org/life/article\\_df890464-9feb-11e2-828e-001a4bcf6878.html](http://www.breezejmu.org/life/article_df890464-9feb-11e2-828e-001a4bcf6878.html)

### **About *Nicole*:**

- Rottenberg, J. (2014): *The Depths: The Evolutionary Origins of the Depression Epidemic*. Basic Books: New York, NY. *Jon worked with me for 10 months in 2010 and 2011 to understand my case, which contributed to his research and became a story in his book.*
- Stalder, E., 2013 (April 24): Can't Stop Checking Your Phone? Read This. Refinery29.com (SF Bay Area women's magazine; 30 million readers annually). <http://www.refinery29.com/technology-addiction?page=1>
- Wall Street Journal *MarketWatch*, 2013 (January 8): 25 Leaders of the Quality Movement Named ASQ Fellows. <http://www.marketwatch.com/story/25-leaders-of-the-quality-movement-named-asq-fellows-2013-01-08>
- Rutherford, S., 2012 (December 29): 2012 Curious Cat Management Review Carnival Part 4 (review of Nicole's Quality and Innovation blog). [http://srlean6.blogspot.com/2012/12/2012-curious-cat-management-review\\_29.html](http://srlean6.blogspot.com/2012/12/2012-curious-cat-management-review_29.html)
- Lima, Claudia de Castro, 2012: VIP (Brazilian Men's Magazine) - Improving Your Relationship With Technology.
- Arceo-Negrich, A., 2011: Indiana State doctoral graduate named one of "40 New Voices of Quality". ISU Office of Communications and Marketing. <http://www.indstate.edu/news/news.php?newsid=2982>
- ASQ Influential Voices (official web site): <http://asq.org/voice-of-quality/>
- American Society for Quality (ASQ), 2011 (November): The New Voices of Quality. <http://asq.org/qualityprogress/tools-resources/new-voices-of-quality/index.html>
- American Society for Quality (ASQ), 2010 (November): Process Mapping Software – The First Steps. *ASQ Weekly*. November 10. Expert Interview, available from ASQ Media Room or [http://nicoleradziwill.com/portfolio/ASQWeekly\\_ProcMapping.pdf](http://nicoleradziwill.com/portfolio/ASQWeekly_ProcMapping.pdf)
- Williams, K., 2010: Physical Science: Learning through Teaching. *The Bluestone*, p. 204. Available at [http://nicoleradziwill.com/portfolio/Williams\\_RadzGSCI10.pdf](http://nicoleradziwill.com/portfolio/Williams_RadzGSCI10.pdf)

### **Reprints of Articles from <http://qualityandinnovation.com>:**

- Landerville, T., 2013 (May 2): Quality Management: Just What is Quality? ISO Cert Solutions, LLC. <http://blog.isocertsolutions.com/blog/bid/270329/Quality-Management-Just-What-Is-Quality>