



Biographical Information

JUDY Z. KING, ISHC
Founder + Principal

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Judy Z. King is the founder and principal of Quality Management Services, LLC, an organizational development and training firm. Since 1988, QMS has assisted clients achieve excellence by connecting people to a higher level of performance. Leading edge and emerging organizations, from large to small in both the private and public sectors, have benefited from Judy's expert assistance in: Quality + Service, Leadership + Staff Development, Facilitation of Strategic Planning + Meetings. QMS is certified as a Women's Business Enterprise.

Judy's deep experience in the hospitality industry provides her with valuable insights on how to gain commitment and loyalty from both customers and employees in any industry. She serves as a highly effective change agent for clients undergoing significant transformation; skillfully facilitates the strategic planning process for numerous clients and associations at the global through local levels; orchestrates the establishment and sustainability of conducive culture; leads organizational and staff development projects; and analyzes and improves quality and service systems. Her personable, non-academic style, paired with a deep dedication to client success has led to frequent requests to return for future engagements and referrals to others in her client's networks. Meetings and training sessions with Judy are highly interactive, practical in approach, and effective in application. Judy serves as a conflict mediator and assists organizations and individuals in successfully working through differences.

Judy has served twice as an Examiner for the Malcolm Baldrige National Quality Award and served on the Board of the International Society of Hospitality Consultants. Judy co-authored Quality Leadership and Management in the Hospitality Industry, now in its third edition and translated into Chinese, for the American Hotel & Lodging Association's Educational Institute. She served as the lead instructor for the American Society for Quality's Basic and Advanced Facilitation Skills courses for many years. A graduate of the University of Tennessee, she served as an adjunct professor for Trevecca Nazarene University's Educational Leadership Doctoral Program in Nashville for over a decade.

Early in her career, Judy was the Employee Relations Manager for the Opryland Hotel in Nashville, TN. She subsequently served as Quality Manager, responsible for the design, implementation, and management of quality assurance for the Hotel.

Judy enjoys life to the fullest with her husband and their family!

Quality + Service • Leadership + Staff Development • Facilitation