

# Dr. Diane J Olson

Associate Professor, University of Wisconsin-Stout  
Operations and Management Department  
College of Science, Technology, Engineering, Mathematics and  
Management

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## Brief Biography

STRENGTHS - Teaching undergraduate/graduate students at the university level, in-class and online. Course development at undergrad and graduate levels. Also, teach within industry during research and outreach projects. - Leadership for strategy formulation and deployment within and across departments and divisions. - Collaboration skills for working with enterprise-wide divisions and cross-functional teams at all levels, including leadership, team building, facilitation, customers, and stakeholders. - Project management for a variety of technology projects and programs involving hardware, software, information technology, and telecommunications. Manage cost, schedule, quality, and customer for the lifecycle of a project, including initiation/proposal, design, development, deployment, close, and support. - Technology involving software and systems design, development, implementation, and support. Technology includes embedded systems, information technology (IT), retail software, and telecommunications. - Quality and processes for continuous improvement and continuous learning, including Business Process Modeling (BPM), ISO, Six Sigma, Lean, Malcolm Baldrige. - Supply chain management and contract negotiation.

**Teaching Interests:** Project/Program Management, Operations Disruption Management, Quality Management, Quality Tools, Resource Planning & Materials Management, Business Process Modeling (BPM)

**Research Interests:** Business Process Modeling (BPM), Project/Program Management, Quality (6-Sigma, ISO, Malcolm Baldrige, process improvement)

**Professional Interests:** Business Process Modeling (BPM), Project/Program Management, Quality (6-Sigma, ISO, Malcolm Baldrige, process improvement)

## Education

- **Ph D Technology Management, Quality emphasis**  
Indiana State University  
Terre Haute, IN, 2010
- **MBA Marketing**  
University of St. Thomas  
Minneapolis, MN, 1997
- **BCS**  
University of Minnesota: Institute of Technology  
Minneapolis, MN, 1985

## Licensures and Certifications

- Six Sigma Black Belt Certification: American Society for Quality (ASQ)
- Six Sigma Green Belt Certification: University of St. Thomas
- Advanced Communications Curriculum Certification: US-West/Qwest/CenturyLink
- Malcolm Baldrige Examiner for Honeywell Quality Value (HQV) - 2 years: Honeywell
- Certified Purchasing Manager (CPM): Institute for Supply Management

- Certified in Production and Inventory Management (CPIM): Association for Operations Management (APICS)

## Work Experience

### Academic - Post-Secondary

- , College of Management  
Associate Dean  
August 4, 2014 -
- **University of Wisconsin-Stout**, Department of Operations and Management, College of Management  
Associate Professor  
2011 -
- **University of Wisconsin-Stout**, Department of Operations and Management, College of Management, UW-Stout  
Department Chair  
June 2012 - August 2014
- **University of Wisconsin-Stout**, Department of Operations and Management, College of Management  
Assistant Professor  
2005 - 2011
- **University of Wisconsin-Stout**, Industrial Management, College of Technology, Engineering, & Management  
Academic Staff  
2003 - 2005
- **University of Wisconsin-Stout**, Economic Development Administration (EDA) - Discovery Center  
Program Director  
June 2003 - August 2005

### Industry

- **National Network Services, Qwest/CenturyLink**  
Director  
2000 - 2003
- **Honeywell**  
Lead Development Engineer, Subcontract Program Mgr.  
1994 - 1999
- **Minnesota Education Computing Corporation**  
Software Manager  
1989 - 1993
- **Honeywell**  
Lead Development Engineer, Subcontract Program Mgr.  
1984 - 1989

## Intellectual Contributions

### Journal Article

- Olson, D. (Not Accepted). ISO QMS Development. *Quality Progress*, Milwaukee, WI: ASQ.
- Olson, D., & Sinn, J. (2011). Growth Chart: Measure your Six Sigma program's maturity and find areas to improve. *Quality Progress*, 4th Quarter, 4.
- Radziwill, N., Olson, D., & et al. (2009). Starting from scratch: Roadmap and toolkit: recipe for a new quality system. *China Quality*(1).
- Olson, D., & Pugaczewski, J. (Working Paper). Reliability comparison of two virtual private networks (VPNs). , 8.

- Radziwill, N., Olson, D., & et al. (2008). Starting from scratch: Roadmap and toolkit: recipe for a new quality system. *Quality Progress*(1), 8.

### Book, Chapter

- Olson, D. (In Preparation; Not Yet Submitted). Learning and incorporating UD principles into one course. .

### Dissertation

- Olson, D. (2010). A study of the relationships in financial performance, organization size, business classification, and program maturity of Six Sigma systems (Dissertation). (Publication No. AAT 3422094), 135, Indiana: Indiana State University.

## Presentations

### Panelist

- Olson, D. (August 7, 2015). Curriculum Design that Aligns Knowledge and Skills to Career Development. Academy of Management 2015 Annual Meeting, Vancouver, BC, Canada.

### 6-week International Program

- Olson, D. (July 23, 2015). Project Management. 2015 Mandela Washington Fellowship for Young African Leaders (YALI), Menomonie, WI, United States.

### Oral Presentation

- Dzissah, J., Olson, D., & Ding, X. (January, 2014). Application of Lean Techniques in Class Scheduling Process Presentation. January Professional Development Week, Menomonie, WI.
- Olson, D. (January, 2013). Application of Lean Techniques in Class Scheduling Process. Professional Development Week, Menomonie, WI, United States.

### Paper

- Olson, D. (May, 2013). Learning and incorporating UD principles into one course. Professional Development Week, Menomonie, WI.
- Olson, D. (July, 2010). Integrating soft skills and technical tools for effective project management instruction. 2010 Polytechnic International Summit, Menomonie, WI.

### Workshop

- Olson, D. (2011). Basics of Project Management Training Module. UW-Marshfield/Wood County Project Management Training, Marshfield, WI, United States.

## Applied Research

### Uncategorized

- **Dunn County Environmental Services (Menomonie, WI)**  
(2014)
- **Hudson Public Schools (Hudson, WI)**  
(2014)
- **Mitchell Metals (Merrill, WI)**  
(2013)
- **Johnson Electric Coil (Antigo, WI)**  
(2012 - 2013)
- **Empire Bucket (Hudson, WI)**  
(2011 - 2012)

- **Chart Industries (La Crosse, WI)**  
(2010)
- **Big Dot (Menomonie, WI)**  
(2009)
- **Red Cedar Medical Center (RCMC) (Menomonie, WI)**  
(2005)
- **U.W.-Stout Discovery Center, EDA University Center (Menomonie, WI)**  
(2003 - 2005)
- **Institute of Supply Management (ISM) (UW-Stout and virtual nationwide)**  
(2004)

## Grants, Contracts, and Sponsored Research

### Grant

- Olson, D. 2013) U.W.-System Economic Development 2013-2015 Incentive Grant. Sponsored by U.W.-Stout Discovery Center, \$500000 (Not Funded).
- Olson, D. 2014) Professional Development Grant. Sponsored by U.W.-Stout , \$1557 (Funded).
- Olson, D. Curricular Incubation Center Grant. Sponsored by UW-Stout, \$2712 (Funded).
- Olson, D. Economic Development Administration (EDA). Sponsored by U.S. Department of Commerce, \$93580 (Funded).
- Olson, D. Economic Development Administration (EDA). Sponsored by U.S. Department of Commerce, \$92892 (Funded).

## Professional Memberships

- American Production & Inventory Society (APICS)
- American Society for Quality (ASQ)
- Institute for Supply Management (ISM)
- Phi Kappa Phi - Indiana State University Honor Society
- Project Management Institute (PMI)

## Service

### Department / School

- **Committee Member**, MS Training & Human Resources Development Advisory (August 2012 - Present)
- **Committee Member**, MS Operations & Supply Management Advisory (August 2010 - Present)
- **Committee Member**, Information Technology Mgt/Information Communications Technology Advisory (August 2009 - Present)
- **Committee Member**, BS Management Advisory (August 2008 - Present)
- **Committee Member**, MS Risk Control Advisory (August 2012 - May 2014)
- **Committee Member**, Operations & Mgt Search & Screen (August 2008 - May 2013)
- **Committee Chair**, Operations & Management Search & Screen (August 2010 - May 2012)

### College

- **Committee Member**, Customized Instruction Advisory (August 2014 - Present)
- **Faculty Advisor**, Project Management Minor (2005 - Present)
- **Representative**, Faculty Senate (August 2010 - August 2011)

### University

UW Stout

- **Co-facilitator**, Cabot Executive 25th Anniversary Event, "Innovation Generation," People Process Culture Office (On-going)
- **Faculty Mentor**, Course tools (ie. Desire2Learn, Jing, I-clicker, Excel templates) (On-going)
- **Committee Member**, Customized Instruction Advisory Committee (2014 - Present)
- **Committee Member**, Malcolm Baldrige Advisory Committee (2014 - Present)
- **Committee Member**, U.W.-System Information Technology Roadmap Committee (2014 - Present)
- **Committee Member**, Master of Science in Operations & Supply Management Advisory (2010 - Present)
- **Committee Member**, Bachelor of Science in Management Advisory (2008 - Present)
- **Committee Member**, University of Wisconsin-System Canvas Learning Management System pilot project (2012 - 2013)
- **Committee Member**, Faculty Search & Screen Committee (2008 - 2013)
- **Committee Member**, Chancellor's Advisory Committee (2011 - 2012)
- **Committee Member**, University Strategic Planning Committee (2011 - 2012)
- **Committee Vice Chair**, Faculty Senate (FS) Governance, Executive Committee, Promotions Committee (2010 - 2012)
- **Committee Member**, Information Technology Management (ITM)/Information & Communications Technology (ICT) Advisory (2009 - 2012)
- **Dissertation Committee Member**, An Analysis of the College of Management Administrative Processes Through the Application of Value Stream Mapping (October 2011 - December 2011)
- **Plan B Advisor**, Water Inlet System for Harvesting Ice Cubes in an Ice Making Machine (April 2010 - December 2011)
- **Committee Member**, University Information Technology Advisory (2010)

**Plan B Advisor**, A Study on Project Iterations and the Effects Seen on System Constraint and Project Duration (January 2007 - August 2007)