

## CV Riëtta Klijn



Since January 2010 I am working as an independent consultant for my own company Help2Improve. I support companies (such as healthcare sector, small medium enterprises...) to improve their organisation with a range of relevant tools and good practices such as EFQM, Lean, NLP....

My core competences are: friendly, results-driven, team player, likes to work with people, outgoing, good ability to motivate people, analytical, results driven, customer oriented, practically, pragmatic and enthusiastic. I work well when I can use my vitality and humour to make things happen. I like to make joint efforts enjoyable by applying a common sense, flexible and spontaneous approach to meeting challenges. I have worked for Ricoh, Philips, Thales and I am a regular EFQM assessor, R4E Assessor, C2E Validator and member of the jury of Post NL-Masters (former TNT). My free time is used for: sailing, skiing, reading, biking and being one of the members of the patient council of a local first-line healthcare clinic.

### Personal details

First and Last names: Riëtta Klijn  
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 Own company: Help 2 Improve, Iekendonksevoort 63, 5706 HH Helmond,  
 Tax number: NL169418583B01 ; Registration number: 17274582  
 Place and date of birth: Opheusden, 5 april 1969  
 Nationality: Dutch

### Education and key qualifications\*

Certified designer and facilitator for workshops with the LEGO® SERIOUS PLAY® method (2016)  
 Neuro-Linguistics Programming (NLP) Practitioner (2013)  
 Certified EFQM Team leader (2011)  
 Licensed EFQM trainer and advisor (2010)  
 Certified EFQM assessor (2004)  
 Professional in Lean management (2006, 2010 GB in LSS)  
 Master in Management science (1994) and Master in Chemical Engineering (1993)

### Languages:

Dutch: Verbally: excellent; in writing; excellent  
 English: Verbally: very good; in writing: good  
 German: Listening: good, Speaking: less than average, Reading: good

### Professional experience at Help 2 Improve – projects last year\*

#### **Coach, Project Manager, Trainer, Assessor and Auditor**

*Help 2 Improve (organisation advice agency), Helmond*

Projects of the last year:

#### *As coach and trainer:*

- January 2017: Trainer of Master Black Belts about “How to assess a Lean Six Sigma Program?”
- September 2016: Facilitator of two workshops about 'How to improve the 2017 EFQM Award process based on the learning's of the 2016 process'
- September 2016: Facilitator of workshop around "How to become a better MT leader?"(part 3) to support the long term plan of Decor Son
- June 2016-November 2016: Delivery of four webinars about Leadership, Succeeding through talent of people, Managing with agility and Developing organisational capability for EFQM
- June 2016: Facilitator of workshop around "How to become a better MT leader?"(part 2) to support the long term plan of Decor Son
- March 2016: Facilitator of workshop around "How to become a better MT leader?"(part 1) to support the long term plan of Decor Son
- March 2016: Co-developer and co-facilitator for the delivery of workshops to the Team Leaders and Award Assessors EEA2016
- January 2016 until now: Coaching the Board of Decor Son in implementing the long term plan
- September 2015 until January 2016: Learning and Development Officer at EFQM in Brussels

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### Professional experience at Help 2 Improve – projects last year continued\*

#### As Assessor:

- January 2017: Team leader in the assessment of the Lean Six Sigma programme of DHL Parcels Benelux.
- November – December 2016: Jury member of Post NL masters.
- September 2016: Assessor in internal EFQM assessment in Eternit N.V.
- June 2016: Team leader in R4E (Bbest) of FSO; sector: public administration
- May 2016: Team leader in EEA Award process (EFQM); sector: public service (Glasgow Housing Association)
- Apr 2016: Team leader in R4E (ADER, Spain); sector: public administration

#### As Auditor:

- August 2016: Conducting audits in the Nuscience laboratory (GMP+B10, ISO22000)
- July 2016: Conducting audits in the Nuscience laboratory (GMP+B10, ISO22000)
- May 2016: Conducting audits in the Nuscience laboratory (GMP+B10, ISO22000)
- February 2016: Conducting audits in the Nuscience laboratory (GMP+B10, ISO22000)

### Professional experience at Help 2 Improve – from 2010 until end 2015\*

#### As coach and trainer:

- October 2015: Delivery of Journey to Excellence training to Eurostat Luxembourg
- October 2014: Delivery of audit training to the Nuscience auditors (ISO9001, GMP+ and ISO22000)
- September 2015: Delivery of audit training to the Nuscience auditors (ISO9001, GMP+ and ISO22000)
- January 2016: Delivery of Award Assessor and Team leader training
- December 2016: Delivery of Award Assessor training
- June 2014: Delivery of audit training to the Decor Son auditors (ISO9001)
- March 2014: The facilitation of Workshop Good practice learning at Alpenresort Schwarz for Cabinet Becker and Associates
- November 2013: Facilitation of Strategic assessment (based on fundamental concepts EFQM) looking into the current situation and what is needed to achieve the next strategic ambition.
- April 2013: Facilitation of 1 day workshop to assess Ricoh Europe SCM
- August 2012: Delivering 2 days J2E training ; giving advice about how to do a topic based assessment and prepare together a long term plan how to use the EFQM model
- January 2012: Delivery of audit training to the Decor Son auditors (ISO9001)
- January 2012: Delivery of training about 'essentials 9001, processes, how to become effective' to the Management team of Decor Son
- October 2010 until December 2012: Trainer Lean & Logistic in Health Care at ARPA B.V.

#### As assessor and validator:

Active as: EFQM EEA and R4E assessor since 2007 , EFQM validator since 2010 , EFQM EEA and R4E team leader since 2011, Jury member of Post NL for Good Practice competition since 2007

#### Companies assessed are:

- Social Housing sector: Glasgow Housing Association
- Postal services: Post NL
- Sales and manufacturing: Eternit NV
- Manufacturing: Pompes Grundfos France;
- Health care services: Cabinet Orthodontics Becker and Associates, Arkin, hospital Fundación Jiminez Díaz and Vamed KMB;
- Hotel sector: Alpenresort Schwarz;
- Automotive sector: Bosch Car Multimedia Portugal S.A., ZF Lemfoerder TVA
- Consumer Products: S.A. BSH Home Appliances);
- Public sector such as: het Fonds voor Sluizing Ondernemingen, ADER (innovation agency), Vzw Vokans, Ngo-federatie vza, Agentschap voor maritieme dienstverlening en kust, MDK-Afdeling kust, Council for Curriculum, Exams and Assessments (CCEA).

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### Professional experience at Help 2 Improve – from 2010 until end 2015 continued\*

#### As auditor:

- April 2014 until now: Conducting audits in the Nuscience laboratory (GMP+B10, ISO22000)
- January 2011 – November 2014: Conducting regular audits in Decor Son (ISO9001).
- March 2013 – June 2013: Executing the internal audits, support to improve the quality management system of the test laboratory Nuscience and support in the follow-up of the outcome of the external audit (ISO17025)
- May 2010 – December 2012: Conducting audits in Trescal B.V. (ISO17025 en ISO9001)

#### As project/Interim manager:

- January 2011 – November 2014: *Interim Coordinator Audits at Decor Son.*: Managing / supervising the audit team; Provide management information to the management; the assessment of performance indicators; making suggestions for improvement; developing the role of process owners
- May 2013 – June 2014: *Project Manager at Trescal NV.*: Facilitating the project: validation of Web-based calibration repository used to enable authorized users to retrieve calibration records including reference standards, accessible in both human readable and electronic form. (FDA CFR part 11 requirements) - Project successful closed in mid June 2014
- May 2010 – December 2012: *Interim Quality Manager at Trescal B.V.*: Maintaining the quality system (ISO 17025 (focus on quality part) and ISO9001); Facilitating and supporting the external audits; Conducting internal audits and monitoring the actions coming from audits; Supporting the continuous improvement of processes: Create quality awareness; Identify and report quality problems; Supporting to solve the quality problems; Organizing the Management Review and Quality days

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### Professional experience \*

June 2008 – November 2009: **Quality Improvement Manager**

*Philips Applied Technologies, Eindhoven*

Main task: responsible for managing and maintaining the quality management system and making it compliant to ISO13485; facilitate internal, external and customer audits (incl. GMP and GLP audits); report findings to management and coordinate the identified improvements; support and deploy improvements made to the project execution, HR, supply management processes.

Achievements: Full ISO13485 certification in January 2009

September 2007 - May 2008: **Business Improvement Engineer**

*Thales Land and Joint Systems, Huizen*

Main task: To support and facilitate the improvement programs based on the Lean Six Sigma Project. Currently focussing on the improvement of the Optronics production

June 2001 - July 2007: **Group Business Excellence manager**

*Ricoh Europe B.V., Amstelveen*

Main task: To develop and deploy Business Excellence Strategy and activities to the European region (=one headquarter and thirteen sales companies). Main activities: annual assessment of the headquarter and sales companies, coordinate the exchange of best practices, coordinate employee and customer satisfaction surveys, implement process management and give trainings on all business excellence topics such as complaint management, root cause techniques, assessor trainings, balanced business scorecard trainings, process management and process improvement tools.

Achievements:

\*Four Ricoh companies achieved Recognised for Excellence.

\*Annual self-assessment (EFQM) deployed in all thirteen Ricoh companies.

\*One complaint management process implemented in all thirteen Ricoh companies.

\*Yearly Customer & Dealer satisfaction surveys deployed in all thirteen Ricoh companies.

\*Competitive Customer Satisfaction Survey implemented in three major companies.

\*Annual Employee Opinion Survey deployed in nine companies.

\*Process management implemented in four companies.

August 1999 - May 2001: **KAM Manager** (KAM= Quality, Occupational Health & Safety and Environment)

*Mondo Minerals BV, in Amsterdam and Cuijk*

November 1995 - June 1999: **Environmental Coordinator**

*Ricoh Europe BV, Amstelveen*