

KAREN CARLSON, MS

Bay Path College Director of Graduate Faculty and Student Support Karen Carlson is an instructor in the Nonprofit Management and Philanthropy Graduate Program, where she teaches Leading Change for Nonprofit Organizations. Prior to joining Bay Path, Karen enjoyed a successful business career in quality assurance management.

After graduating from Smith College in Northampton, MA, Karen worked for Tyco Healthcare-Ludlow Division. At Tyco, she was promoted to senior management as the director of quality assurance and regulatory affairs. In this role, she led quality initiatives that helped transition the division from a paper converting division to a medical device manufacturing division. During this time, Karen was a member of the acquisition team, which participated in 20 acquisitions over a 14-year period, and grew the division from \$40 million to \$450 million.

Since 1997, Karen has lead numerous quality initiatives focusing on process improvement, cost-savings, customer satisfaction, performance improvement and strategic planning. She has worked in a variety of work environments including manufacturing, utility industry and nonprofit organizations. Karen is a graduate of the Smith College Executive Management training program and has used her experience to mentor mid-level managers and help them with career strategies and networking opportunities.

Karen holds an associate's degree in environmental science, a bachelor's degree in economics, and a master of science in communication and information management. She is a member of the American Society of Quality and is a certified quality engineer and certified quality auditor. She is Six Sigma-trained and has developed and implemented Six Sigma green-belt programs. Karen is passionate about helping businesses and organizations save money and run efficiently by using "Best Practices."