

# Biographical Note



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**Mike Turner** serves as the Head of Profession for the Chartered Quality Institute (CQI). He is an experienced Quality and Operations professional and has over 40 years' experience in business and consulting. After graduating Mike began a career in operations & general management gaining experience in a number of UK & US-based multinational organizations. In his consulting career, Mike led several long-term quality and business improvement assignments in a range of large, global manufacturing, service and public sector organizations. He is a regular speaker on quality management issues, and an author of e-books, print books, papers and articles.