# DR. ADIL F. DALAL

**DBA | DSc | ASQ Quality Leader of the Year 2025 | ASQ Philip Crosby Medalist | Chair, ASQ Lean Enterprise Division**
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## PERSONAL SUMMARY

Globally recognized quality and operational-excellence leader with 30+ years advancing the science of quality across 23 countries and five continents, honored with 21 international awards and medals, including ASQ Quality Leader of the Year 2025, the ASQ Philip Crosby Medal and Shingo Publications awards (2014, 2026). Over the past decade Dr. Dalal has trained and certified 9,500+ quality and operations professionals to ASQ and Lean Six Sigma international standards and has owned and delivered 350+ enterprise transformations across 100+ corporations and 25 industries, with documented savings from $50K to $39M per engagement.

Author of 7 books, including the award-winning Lean-AI: A Humanistic Integration of Lean and AI (CRC Press, 2025) and The 12 Pillars of Project Excellence, honored with the Crosby, Shingo, and Axiom awards. Chair of the ASQ Lean Enterprise Division and past Chair of the ASQ Human Development and Leadership Division, member of the Forbes Executive Coaching Council, and Senior Faculty at the Leoron Institute for nine-plus years. Faculty at Texas State University and St. Edward's University. He is an industry advisor for MIT Mumbai and Pune, and a global advisor for Pragna AI University, Hyderabad, India. Member of USA B20 Task Force for Global Innovation.

Trusted mentor to CEOs and boards across North America, Europe, Asia, and the Middle East, translating AI, Lean Six Sigma, and digital transformation into measurable organizational, operational, and financial outcomes. Guided by the conviction that collective winning is genuine victory and by an enduring mission to train one million leaders worldwide.

## CORE COMPETENCIES

- Quality Leadership & Strategy
- Lean Six Sigma (Master Black Belt)
- Operational Excellence & OpEx 5.0
- Enterprise Transformation
- AI-Enabled Operations & Lean-AI
- Integrated Management Systems (ISO 9001/14001/45001)
- CEO & Board-Level Advisory
- IoT, Digital Twins & Industry 4.0
- Root Cause Analysis & Problem Solving
- M&A Integration & Post-Merger Ops
- Certification & Capability Building
- Strategic & Systems Thinking
- Executive & Leadership Development
- Change & Culture Transformation
- Governance & Standards Oversight
- Keynote Speaking & Thought Leadership
- Program & Project Governance
- Mentorship & Talent Development

## PROFESSIONAL EXPERIENCE

**PINNACLE PROCESS SOLUTIONS INTERNATIONAL, LLC** — Cedar Park, TX, USA | Global
**CEO & Principal Founder, Enterprise Transformation Executive** — **2004 to Present**

*Senior-most transformation executive engaged inside 100+ Fortune 500 organizations across 25 industries and 23 countries, owning strategy, execution, and outcomes with full CEO and board accountability.*

- Owned and delivered 350+ enterprise transformation and operational-excellence mandates across manufacturing, oil & gas, defense, medtech, banking, and technology sectors, with documented savings from $50K to $39M per engagement.
- Personally trained and certified 9,500+ quality and operations professionals to ASQ and Lean Six Sigma international standards, including CMQ/OE, CQE, Six Sigma Green Belt, and Lean Bronze certification.
- Authored the Lean-AI framework (CRC Press, 2025), the industry benchmark for integrating AI-enabled operations with Lean and quality methodology; co-authored with Dr. Elizabeth A. Cudney.
- Designed and deployed AI-enabled Integrated Management Systems and enterprise operational platforms (Lean-AI Studio, RCA Pro, SwimLane Pro), reducing root cause cycle time by 60%+.
- Served as strategic partner to CEOs and enterprise boards, architecting multi-year transformation roadmaps for clients including Saudi Aramco, SABIC, Riyad Bank, Ma'aden, KAPSARC, NADEC, Nike, Harley-Davidson, Halliburton, ABInBev, and Applied Materials.

**ENVIROMEDICA** — Austin, TX, USA
**Vice President of Operations** — **2019 to 2020**

*Full P&L and operational ownership across all functions, the only VP-level operating executive in the organization.*

- Held direct P&L accountability for operations, quality, supply chain, planning, and logistics across a 40+ person organization.
- Delivered 19% direct labor cost reduction, 50% quality improvement, and 35% revenue acceleration within six months through hands-on operational redesign, visual management, and Lean Six Sigma implementation.
- Established enterprise performance infrastructure, balanced scorecard, and accountability frameworks, driving measurable culture shift within two quarters.

**HITACHI GLOBAL SOCIAL INNOVATION BUSINESS** — Austin, TX, USA
**Director, Enterprise Solution Architecture, AI, IoT & Digital Transformation** — **2018 to 2019**

*Senior operating role within a 300,000-person global technology enterprise, driving AI and IoT-enabled operational transformation across defense, industrial, and energy sectors.*

- Architected and deployed AI, IoT sensor-network, and data-analytics operating models for 30+ enterprise clients across defense, oil & gas, aviation, medical device, and industrial manufacturing, generating $5M+ in measurable operational impact.
- Designed real-time data-acquisition systems, predictive-analytics pipelines, and machine-learning-enabled quality-control platforms for Hitachi's North American enterprise portfolio.
- Developed the Operational Excellence 4.0, Supply Chain 4.0, and Lean IoT frameworks, presented at international conferences as next-generation AI-integrated operational architectures.

**TBM CONSULTING GROUP** Durham, NC, USA
**Senior Business Consultant** **2006 to 2007**

- Delivered enterprise Lean and Six Sigma transformation directly inside Fortune 500 operations, including Nike (US & Asia), McCain Foods, Halliburton, CanFor, and Pactiv.
- Led kaizen events generating $50K to $700K+ in documented savings per event across manufacturing and transactional processes.

**STRYKER CORPORATION (FORTUNE 500)** Kalamazoo, MI & San Jose, CA, USA
**Director, DFT Programs / Senior Program Manager** **1994 to 2003**
*Global medical-device leader in surgical equipment and orthopedic implants; full program ownership across multiple $1B+ business units.*

- Owned and executed Demand Flow Technology transformation across multiple $1B+ business units, directing a 300-member multidisciplinary organization and shattering 30-year historical performance records.
- Delivered $6M+ inventory reduction, 600% throughput improvement, 70%+ labor-efficiency gain, and on-time delivery from 6% to 95%.
- Led two M&A integrations (Colorado Needle Company and Howmedica), completing operational integration within two months and 14 product-line implementations within one year at 45% of allocated budget.
- Pioneered Demand Flow in Office, reducing document throughput from 52 days to 1.87 days.

## BOARD & PROFESSIONAL LEADERSHIP

- **Chair, ASQ Lean Enterprise Division**, governing global lean and operational-excellence standards, certification, and policy (2026 to 2027).
- **Past-Chair, ASQ Human Development & Leadership Division**, led development of the leadership Body of Knowledge adopted globally (2011 to 2013).
- **Member, Forbes Executive Coaching Council** (2024 to Present).
- **Board Member, US India Chamber of Commerce, Austin Chapter.**
- **Board Member, Industry Advisory Board, MIT-World Peace University (Pune) and MIT-Mumbai School of Business.**
- **Senior Faculty, Leoron Institute** (2016 to Present), Teaching Excellence Awards 2021 and 2022.
- **Member, Lean Certification Oversight & Appeals Committee**, ASQ, SME, AME, and the Shingo Alliance.
- **Host, A Superconscious Leader TV program**, global leadership, neuroscience, and AI conversations (2015 to Present).

## STRATEGIC IMPACT & MEASURABLE RESULTS

- Trained and certified **9,500+ professionals** across 100+ corporations, 25 industries, 23 countries, and five continents to international quality standards.
- Owned and delivered **350+ enterprise transformations**, with documented savings ranging from $50K to $39M per engagement.
- Built durable national quality capability across Saudi Arabia, the UAE, and the wider Gulf for enterprises including Saudi Aramco, SABIC, Riyad Bank, Ma'aden, KAPSARC, NADEC, TAQA Group, and Oman Power and Water.
- Delivered 100+ international keynotes, including the Saudi Government Quality Conference, the House of Lords (UK Parliament), TEDx Brussels, the Davos World Economic Forum, the World Quality Conference (Mumbai), and the Middle East Summit of Excellence (Dubai).
- Authored and deployed original frameworks now in global use, including Lean-AI, Sensei Leadership, the V-Factor, Holistic Lean, and the Science of Simplicity.

## PUBLICATIONS & THOUGHT LEADERSHIP

**Lean-AI: A Humanistic Integration of Lean and AI** (CRC Press / Taylor & Francis, 2025), winner of the 2026 Shingo Publication Award and the 2026 International Lean Six Sigma Institute (ILSSI) Book Award; co-authored with Dr. Elizabeth A. Cudney.
**The 12 Pillars of Project Excellence** (CRC Press, 2012), winner of the 2015 ASQ Philip Crosby Medal, the 2014 Shingo Research & Publication Award, and the 2013 Axiom Business Book Medal; adopted by ASQ as a Leadership Body of Knowledge.
Additional works: **The V-Factor: Power of Visualization**, **A Legacy Driven Life** (Editions 1 & 2), co-author of ASQ's **Lean Handbook**, and co-author of **Changing Our World**, seven books in total.

**Forbes Executive Coaching Council:** 85+ published bylined articles and expert-panel features on Lean, leadership, quality, and AI integration. Author of the **ASQ Lean & Six Sigma Review** cover feature, Leadership Rewired: What Leaders Must Do to Thrive in the Age of AI (2026).

## AI PROGRAMS & DIGITAL PLATFORMS

Dr. Dalal has designed and deployed a suite of proprietary AI programs and digital platforms that operationalize the Lean-AI framework across the enterprise, several now in active use by global organizations:

- **RCA-AI (AI-Enabled Root Cause Analysis):** an AI-augmented root cause analysis system that advances teams beyond the traditional 5 Whys, cutting root cause cycle time by 60%+, and the basis for his forthcoming book, Beyond the 5 Whys.
- **Lean-AI Studio:** an enterprise platform that embeds AI into core operational decision-making, translating the award-winning Lean-AI framework into daily practice.
- **RCA Pro:** a guided root-cause-analysis and corrective-action application for quality and operations teams.
- **SwimLane Pro:** an AI-assisted process-mapping and value-stream tool for visualizing and optimizing end-to-end workflows.
- **Pinnacle Communication Coach:** an AI-powered coaching application that develops executive communication, presence, and delivery.
- **7 Levels of Leadership Assessment:** a digital self-assessment tool that operationalizes his 7 Levels of Leadership framework for individual and organizational development.

## AWARDS & RECOGNITIONS (21 INTERNATIONAL AWARDS)

- International Six Sigma Award, Lean-AI (2026)
- Shingo Research & Publication Award, Lean-AI (2026)
- ASQ Quality Leader of the Year, Automotive Division (2025)
- Positive Impact Legacy Award, A Legacy Driven Life (2026)
- Mind, Body & Spirit Award, A Legacy Driven Life (2026)
- Legacy Award, A Legacy Driven Life (2026)
- Positive Impact Legacy Award, The V-Factor (2026)
- Mind, Body, Spirit Award, The V-Factor (2026)
- CEO of the Year, Midwest USA (2025)
- Top 15 Entrepreneurs Disrupting Industry, MSN (2025)
- Global Power Leader for Innovation & Leadership (2024)
- Hall of Fame Award (2024)
- Achievers of Asia and Africa Award (2024)
- Most Inspiring Thought Leader (2024)
- Most Inspiring Keynote Speaker (2024)
- Teaching Excellence Award, Leoron Institute (2021)
- Teaching Excellence Award, Leoron Institute (2020)
- ASQ Philip Crosby Medal, The 12 Pillars (2015)
- Shingo Research & Publication Award, The 12 Pillars (2014)
- Global Award for Quality & Leadership (2014)
- Axiom Best Business Book Medal (2013)

## AREAS OF EXPERTISE

- Quality Leadership, Operational Excellence, and Continuous Improvement at enterprise scale.
- Lean-AI, AI-enabled operations, IoT, digital twins, and Industry 4.0 architecture.
- Certification and capability building to ASQ and Lean Six Sigma international standards.
- CEO, board, and executive advisory on transformation, governance, and value creation.
- Keynote speaking, executive education, and humanistic leadership development.

## ACADEMIC & PROFESSIONAL CREDENTIALS

- **Doctorate in Science (DSc)**, EIMT University, Switzerland (2026).
- **Doctorate in Business Administration (DBA)**, EIMT University, Switzerland (2023).
- **MS, Engineering Management**, Western Michigan University (1994).
- **MS, Mechanical Engineering**, Western Michigan University (1993).
- **BS, Automobile Engineering**, University of Bombay (Mumbai), India (1990).
- **Certifications:** AI Generalist Fellow (AIGF), CQE, CMQ/OE, Six Sigma Black Belt (SSBB), PMP, Lean Bronze Certified (LBC), and Board-Certified Coach (BCC).

## BOARD & ADVISORY VALUE

Advises boards, executive teams, and international institutions on quality strategy, operational excellence, and responsible AI adoption, aligning transformation initiatives with governance, risk, and long-term value. A registered training provider for ASQ, SME, AME, and the Shingo Institute, Dr. Dalal strengthens the people who practice quality and advances the discipline they practice, in service of his mission to establish quality as a global, humanistic discipline and to train one million leaders worldwide.