

## Dr. Nsombi Jaja, P.M.P.; C.M.C.

**Nsombi Jaja** is a certified management consultant providing assistance to the business community in the areas of strategic management, quality management, change management, leadership development and customer service management. She is a recognized Regional consultant with clients and associates throughout the English speaking Caribbean. She is a certified ProNet Trainer for Energy Management & Renewables, Knowledge & Information Management, Resource Management and Quality Management. She is a certified SGG and PECB Trainer. She is also a certified Project Manager with the PMP credentials from Project management Institute.

Nsombi received her training in Quality Management through two fellowship awards from the United Nations and the Government of Japan and one fellowship award from the Government of Sweden. Foundation training in Quality Management was provided by the Juran Institute Inc. USA. She has served as presenter and moderator on several conferences. She has been rated by Joe DeFeo, CEO of Juran Institute as being on par with any member of the 'A' list of Juran Institute's consultants.

Nsombi holds a BSc. in Pure & Applied Chemistry from University of the West Indies, Mona (U.W.I.), the MBA from the University of the West Indies, Cave Hill and the Doctorate in Business Administration (DBA) from the University of Phoenix. She is a certified DreamBuilder coach with training from the Life Mastery Institute. Nsombi has been a member of the adjunct faculty of the University of the West Indies - Mona School of Business, the University College of the Caribbean (UCC) and the International University of the Caribbean. She lectured MBA students in Quality management, Transformational Leadership and Career Development.

For the past 30 years Nsombi has worked with the leadership teams of client organizations assisting them with strategic management, quality management, customer care and change management. Clients include Grace Kennedy & Co. Ltd., The Shell Co. (WI) Ltd., Sandals Group, The Ritz-Carlton Rosehall, Caribbean Cement Co., Columbus Communications Ltd. (Flow), National Commercial Bank, Scotiabank Jamaica, First Global Group, Heart Trust/NTA, Sagikor, Petrojam, Office of Utilities Regulation, Inland Revenue Dept., Courts (Ja.) Ltd., Chevron Texaco Caribbean Inc., Trinidad Hilton, WITCO (Trinidad), National Flour Mills (Trinidad), University of Technology, Jamaica, University of the West Indies, Hurricane Electronics Inc., South Florida, Bridge Dental Team, South Florida, IDB Washington DC, The Futures Forum Washington DC, the East Caribbean Group of Companies(St. Vincent), among others.

Dr. Jaja is the Chief Judge and Chair of the Private Sector Service Excellence Award Committee, is a member of the Jamaica Stock Exchange Best practices Award and serves on several boards. She is the author of 'How Leaders Develop Spiritual Intelligence'. Her highly acclaimed CD 'Reach for the Stars' has motivated many to achieve excellence in their lives.