

## Rana Chreyh, B.Sc., P. Eng., MBA

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Strategic executive leader and professional engineer with 25+ years of experience in medical technology and digital transformation. Trusted and empathetic, with experience leading professionals in small, medium and large global fortune 500 companies.

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### Highlights

- **Digital Transformation:** Over 10 years of experience in digital assessments, strategy and transformation leading IT at Canadian Blood Services, Consulting with IBM Global Business Services and leading Digital team at Stratford Consulting.
- **Product Management and PMO:** Led product roadmap development, stage-gate processes, set up and led corporate PMO (Ayogo Health, Canadian Blood Services, The Ottawa Hospital, IBM)
- **Manufacturing Expertise:** Over 19 years of experience in complex manufacturing environments, technology development, engineering and operations
- **Customer orientation:** Experience with business development and client delivery; customer experience (IBM, Ayogo Health, Stratford)

### Career Progress

**Vice President Management Consulting**  
Stratford Group

**May 2022- present**

Leads the management consulting and digital practice. Leads strategy and digital division, consulting teams to deliver excellent client value and service including PMO and product management.

Delivered multiple digital assessments, roadmaps, transformation to support organizations adopt digital technologies and deliver business value.

**Chief Operating Officer, Ayogo Health**  
**2022**

**April 2021 -May**

Executive leader in start-up environment; Led **product management** team and **PMO**, product engineering/development:

- Leads product management roadmap and software development teams.
- Led customer experience and product support services.
- Established internal digital processes, introduced service desk function and implemented OKR. system for business and product measures and improvement.

**Director Enterprise PMO and IT PMO, Canadian Blood Services      Feb 2017 - Mar 2021**

CBS is Canada's largest biologics supply chain organization.

Joined the organization as IT PMO Director, promoted to establish enterprise PMO. Built new business functions from the ground up, including business systems and operational tools to maximize delivery of business value.

- Led digital transformation projects across pan Canadian sites and biologics manufacturing facilities.
- Development and delivery supply chain operations strategic roadmap and product roadmaps.
- Developed and successfully executed against key milestones and OKR to establish and operationalize ePMO.
- Envisioned and led transformational implementation of voice of the customer technologies to realize specific measurable improvements to Net Promoter Score and key focus areas.

**Executive Consultant (Associate Partner), IBM Global Business Services      Feb 2015 - Feb 2017**

Senior leader, Global Business Services division with responsibility for business development and delivery on transformational digital & technology opportunities. Led global teams with project managers, business and technical resources

- Led digital transformation projects with clients, example *multi-million dollar* with key telecommunication clients affecting 2000 field services personnel. Supported client transition to Agile methodology.
- Sold and implemented a highly innovative *multi-million dollar* clinical process digitization project in a large hospital and research centre, leading to improved clinical outcomes for patients.
- Exceeded all performance goals (financial and delivery excellence).

**Director, Biomedical Engineering/ Information Systems,**

The Ottawa Hospital

**Mar 2012 - Dec 2014**

Led large multi-site operations clinical engineering team and transformation programs

- Created medical device to EHR strategy and project management capability to deliver it.
- Set strategic direction for comprehensive life-cycle management of 20,000 medical devices across 4 sites including complex and critical equipment.
- Closed 12% budget deficit in the first year.
- Set KPI and improved operational productivity by 50%.

- Improved morale, reduced absenteeism and improved employee satisfaction by 60%.

### Senior Manager Quality Operations & Validation Engineering, Abbott Jan 2005 – Feb 2012

Reporting to the site senior leadership team, promoted to increasing levels of responsibility

- **Built a team** with increasing scope from 2 to 30+ Personnel starting as a Validation Manager and advancing to Senior Quality Manager
- Built and led validation engineering program to execute on mission critical projects to relocate and upgrade manufacturing facility in a complex high –tech environment, impacting manufacturing equipment, processes, technology upgrades and hundreds of personnel.
- Led a complete overhaul of quality systems and operations, enabled the division to meet regulatory requirements of the FDA and represented the organization in critical audits.

### Senior Process, Product & Quality Engineer, i-Stat, Ottawa Jan 2005

May 1997-

A successful Medical Device start-up; designed, developed and manufactured blood diagnostic equipment leading to its purchase by Abbott Labs.

- Member of a core engineering team, held several key positions and was promoted several times from entry level engineer to senior engineer.
- Execution of **complex process changes** and **new product introductions**
- New manufacturing technology introduction including **automated vision inspection systems and robotics**
- Expert in SPC and product introduction to manufacturing
- Expert process engineer and quality engineer in context of medical device design and manufacturing

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## Education

- 2014-2016** Masters, Business Administration (with academic distinction)  
Executive MBA  
**Cornell University, Ithaca, NY**
- 2014-2016** Executive MBA, (dual degree)  
**Queen's University, Kingston, Ontario**
- 1993-1997** B.Sc. Applied Science, Chemical Engineering (*First Class Honors Award*)  
**Queen's University, Kingston, Ontario**

### Licences & Certification:

- **Professional Engineers of Ontario**, Licensed Professional Engineer
- **INSEAD Leadership Education**, with distinction, 2019
- **Designing Strategy**, IDEO, 2019
- **Certified Manager; Quality/Organizational Excellence**, American Society of Quality (ASQ), 2013
- **Project Management**, Abbott 2009
- **Six Sigma Black Belt**, 2005 & Abbott LEAN Six Sigma 2010
- **Health Integration Network Senior Leadership Training**, Rotman School of Management
- **Process Validation and FDA Quality Systems**, AAMI, 2006

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### Volunteer Positions

<b>Directors &amp; Co-Chair of Patient Safety and Quality Committee</b>	<b>Jan 2021 -</b>
<b>Present</b>	
Board Queensway Carleton Hospital	
<b>Advisor, Global Expansion Committee</b>	<b>Oct 2018 - Present</b>
Invest Ottawa	
<b>Career Mentor</b>	<b>Sept 2016 - Present</b>
Ottawa Community Immigrant Services Organization	

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