

Dr. Michael Mladjenovic P. Eng.; MBB, Lean Sensei, Digital Transformation Strategist, ASQ Fellow

Dr. Michael Mladjenovic is a Lean Sensei, Master Black Belt, and Digital Transformation Strategist with extensive expertise in Digital Lean Six Sigma, Data science, and Digital Kaizen. His career spans senior leadership roles in operations, quality assurance, and continuous improvement at organizations such as LifeLabs, Maple Leaf Foods, Magna International, Intier Interiors, General Electric, PPG, and SKF (IKL).

Over the course of his career, he has led enterprise-level initiatives in innovation strategy, business process systems, and quality systems implementation across the automotive, food, electronics, and healthcare sectors.

Dr. Mladjenovic has personally facilitated more than 120 Kaizen workshops, covering topics such as Value Stream Mapping, Hoshin Planning, Change Acceleration Process (CAP), Process Thinking Leadership, Business Process Management, Digital Transformation and more.

He is an ASQ Certified Manager of Quality and Operational Excellence, Quality Auditor, Reliability Engineer, Quality Engineer, and Software Quality Engineer. He is also a Registered Professional Engineer and holds a B.S., Master's, and Doctorate in Mechanical Engineering and Business.

Dr. Mladjenovic currently serves as Chair of the Data Science Interest Group (DSIG) within the ASQ Statistics Division, a role he has held for the past 3 years.





Name: Sunee Samuel

Professional Title: Inclusive Leadership & Emotional Intelligence Expert

Bio (For Event Flyer or Program): Sunee Samuel is a Culture expert who specializes in inclusive leadership development and emotional intelligence where she has coached and mentored over 600 individuals across the public, private, and education sectors. With a decade of experience designing and delivering impactful programs, Sunee is known for creating learning experiences that elevate marginalized voices, promote belonging, and strengthen inclusion at every level of leadership. Her work blends behavioral science, emotional intelligence, and practical DEI frameworks to help leaders lead with empathy, build psychologically safe teams, and navigate change with clarity and courage.

LinkedIn: <https://www.linkedin.com/in/suneesamuel>

Information on Webinar

Conference Topic: Quality Excellence in the Age of AI: The New Paradigm

Session Title: **Quality Assurance Begins with Quality Leadership: Why Emotionally Intelligent Leaders Build Cultures that Thrive in a Globalized, AI-Driven World**

Session Overview:

As AI accelerates automation and expands the global workforce, true quality no longer comes from efficiency alone—it comes from emotionally intelligent leadership. While machines manage the tasks, it's human-centered leaders who shape the conditions for trust, inclusion, and cultural alignment. In this new reality, emotional intelligence isn't just a soft skill, it's the backbone of quality assurance.

This session explores how emotionally intelligent and inclusive leadership practices are now essential to maintaining quality, cohesion, and performance in AI-powered, cross-cultural environments. As teams become more dispersed and diverse, leaders must prioritize empathy, psychological safety, and meaningful connection to ensure excellence is sustained—not just produced.

Join Sunee Samuel for a timely and practical exploration of why there is no quality without EQ, and how the leaders who center people, not just processes, will define the future of high-performing, resilient organizations.



Learning Outcomes:

By the end of this session, participants will be able to:

- Understand how AI and globalization are redefining quality—from efficient outputs to human-centered excellence
- Recognize that quality work comes from people who feel safe, valued, and empowered to contribute
- Apply emotionally intelligent leadership practices to build psychologically safe cultures that elevate trust, accountability, and performance
- Use inclusive leadership to foster belonging and resilience across diverse, globally distributed teams
- Redefine quality assurance as a cultural outcome, one driven by emotionally intelligent leaders who invest in people, not just process

Session Format & Timing (60 minutes total)

- 45mins talk (includes interactive segments with audience)
- 15mins Q&A

Target Audience: Managers, HR Professionals, DEI Champions, Corporate Teams and Emerging Leaders

Level of Engagement: High — interactive session, breakout prompts, take home practical tools



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