



## Khalid F. Alshrari

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**DOB:** March 11, 1985

**Marital Status:** Married

**Citizenship:** Saudi Arabia

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An initiative-taking and resolute professional holding a **Master of Public Health in Quality & Health System Management**, a **master's degree in Biotechnology and Health Sciences**, **Bachelor's in Microbiology**, and certified as **Lean Six Sigma Master Black Belt**. Have a rich and diverse experience in different industries. I am driven by my genuine passion for different areas of knowledge including: Strategic Management | leadership & Change Management | Business & Digital Transformation | Healthcare Transformation | Consultancy | Organizational Deep Dive | Capacity Studies | Opportunity Assessment | Design for Quality | Digital Maturity | Governance | Health System Management | Healthcare Quality Management | Auditing & Assessment | Training & Development | KPIs & OKRs | Healthcare Strategic Human Resource Management | Organizational Excellence | Operational Excellence | Process Management & improvement | Service & Product Excellence | Project Management | Risk Management | Data Analysis & Research | Hospital Management | Patient Safety | Patient Experience | Health Information Systems | Healthcare Accreditations (CBAHI, JCI, HIMSS) | Healthcare Financial Management and Economics | P&L | Quality Domains & Tools such as QC, QA, CI, CQI, Lean, Six Sigma, 5S Kanban, Kaizen, TQM, FMEA, PDSA/PDCA, PIA, COPE, SIPOC, RCA, FMEA, VOC, Model for Improvement and so many others.

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### Education

#### **Master of Public Health in Quality & Health System Management**

2017- 2019 King Saud University for Health Sciences at National Guard Riyadh, Saudi Arabia

- **GPA: 4.94/5** Graduated with First Honor. Ranked 1st in Class 2018.
- **Research Project:** The impact of eHealth on Safety and Quality of Healthcare.
- **SCHS Reg No.:** 19163511

#### **Master of Science in Biotechnology**

2012- 2014 Albany College of Pharmacy & Health Sciences. Albany, New York

- **GPA:** 3.6 / 4.0
- **Research Project:** Role of H. Pylori PRK2 in gastric cancer development.

#### **Bachelor of Science in Microbiology**

2008- 2012 Southern Illinois University, Carbondale, Illinois

- Minor in Chemistry
- **GPA:** 3.34 / 4

#### **Achievements:**

- Dean's list: 3 times
  - Awarded three times by the Saudi Cultural Mission for academic excellence.
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### Languages

**Arabic:** Mother Tongue (Excellent Arabic writing & speaking skills)

**English:** Fluent and professional command of English.

## Work Experience

**IQVIA** Aug 2020- Present

**Title: Healthcare & Business Transformation, OE, and Change Management**  
**Consulting Services Associate Director / Sr. Consultant at AMESA region.**



IQVIA™ is the leading human data science company focused on helping healthcare clients find unparalleled insights and better solutions for patients. IQVIA offers a broad range of solutions that harness the power of healthcare data, domain expertise, transformative technology, and advanced analytics to drive healthcare forward.

### Principal Accountabilities:

- Accountable for the performance of a portfolio of initiatives aimed at creating value/ savings in areas of Health management. Responsible for the overall planning, management, and effective implementation and support of initiatives to create value across clinical and non-clinical operations areas such as care management, utilization management, outreach programs, and other services related to both physical and behavioral health.
  - Ensures the development of criteria and methods of displaying data (e.g., KPIs, dashboards) to systemically evaluate both qualitative and quantitative attributes of new solutions implemented to track and evaluate the success of clinical interventions on both a macro and micro level. Present results and analysis of improvement efforts and ongoing performance measures to senior and executive leadership.
  - Evaluates specialty companies/ vendors, defines business terms during the contracting process, and partners with specialty companies, corporate departments / resources, and other health plan departments to lead the implementation of new healthcare management programs with these vendors.
  - Oversees/ directly manages a team responsible for project management, performance improvement, and clinical analytics
  - Collaborate with all internal and external stakeholders in identifying, developing, and implementing innovative programs and initiatives to improve outcomes. These programs impact many other functional areas/ departments and require resources from these areas to participate in the planning, implementation, and own responsibilities once implemented (e.g., provider relations, contracting, claims, government relations, and quality management departments)
  - Works with leadership within and outside of the department to identify appropriate resources to support goals and remove barriers
  - lead business & digital transformation, operational excellence, lean initiatives and improvement projects.
  - lead healthcare-related consultancy practice and develop business opportunities, acquisitions, and partnerships.
  - Lead HIMSS accreditation consultancy services.
  - Contracting & Bid Management
  - Apply project CM approaches and methodologies for the people side change caused by the implementation of systems, accreditations (JCIA, CBAHi) & digital maturity models such HIMSS.
  - Plan, execute, monitor and fine tune the project CM strategies based on a situational awareness of the details of the changes.
  - Identify potential people-side risks and anticipated points of resistance and develop specific plans for the team to help them mitigate or address the concerns.
  - Plan & Conduct readiness assessments evaluate results and present findings in a logical and easy-to-understand manner.
  - Develop a set of actionable and targeted CM plans – including communication plan, sponsor roadmap, coaching & training plans and resistance management plans.
  - Create and manage measurement systems to track adoption, utilization, and proficiency of individual changes.
  - Identify resistance and performance gaps, and work to develop and implement corrective actions
  - Work with internal and external cross-functional teams to integrate CM activities related to adoption of HIS, accreditations, governance, risk, & financing models, HC transformation
  - Work with communication, training, and program managers in the formulation of particular plans and activities to support HIS, RCM, Data Analytic, and other Healthcare - Tech implementations.
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• **Executive Office of the National Quality Strategy 2030**

July 2019 - Aug 2020



**Title: Sr. Quality & Organizational Excellence Consultant/ Director of Healthcare Sector in NQS**

**Responsibilities and duties include:**

- Planning and formulating National Quality Strategy (NQS) in alignment with Vision 2030 with focus on healthcare.
  - Planning and implementing NQS initiatives in different sectors to improve the Quality infrastructure in KSA. and monitoring their progress for evaluation
  - Designing and analysis of KPIs and metrics for NQS initiatives.
  - Analysis of outcomes and impact of the NQS programs on Public and all stakeholders.
  - Apply Change management methods and framework to get buy-in and ensure successful adoption of NQS.
  - Providing consultation, assessment and training on operational and Organizational Excellence through Service & Product Excellence models
  - Overseeing the establishment of effective quality departments in government and private sectors.
  - Measuring and improving organization maturity in quality & organizational excellence.
  - Quality data analysis and Research
  - Project Risk and financial analyses.
  - Conducting Feasibility studies for Projects.
  - Quality Improvement tools, TQM, CQI, SIX SIGMA, Quality 4.0
  - Providing consultation on ISO 9001, 22000, 14001, 17025
  - Promoting quality & Org. excellence models such as King Abdul-Aziz Quality Award, EFQM, Malcolm Baldrige National Quality Award.
  - **Achievements:**
    - o Planning & implementation of several initiatives of NQS
    - o Established a process management and policy guideline for NQS
    - o Monitoring and establishing licensing & accreditation system for quality inspection, auditing, and laboratory testing services in KSA.
    - o Selection of best practices in quality and applying them to NQS.
    - o Worked on successful implementation of Product & Service excellence models with MOH, Obeikan Group and other reputed entities.
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• **Xerox/ Olayan Financial Group**

Jan 2019- July 2019



**Title: Product & Quality Consultant (Sales)**

**Responsibilities and duties include:**

- Collection and analysis of CRM (Salesforce.com) KPIs and Metrics for quality improvement.
  - Organizational Change management.
  - Tenders & direct purchase of government and nongovernment entities
  - Analysis of competitive marketplace and industry trends to accordingly develop business strategies for revenue generation.
  - Establish pricing strategies and guidelines for new product development.
  - Obtain customer feedback and suggest appropriate product revisions.
  - Coordinate with engineering and manufacturing teams in product development activities.
  - Recommend product enhancements to identify new business opportunities.
  - Support marketing team in developing sales and marketing strategies for profitability.
  - Conduct product and sales trainings to marketing team.
  - Provide support for marketing collaterals, advertising materials, marketing campaigns, tradeshow and other promotional activities.
  - Assist in new product introduction and release activities.
  - Coordinate with cross-functional teams to provide product engineering, development, management and sales solutions.
  - Address customer issues and concerns in a timely fashion to ensure customer satisfaction.
  - Work with business team to identify new customers and to retain existing customers.
  - Stay up to date with product knowledge, business flow, sales process and market dynamic. Maintain complete documentations for all product related activities.
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- **iMEDIX (Ideal Medical Company)** Feb 2017- Jan 2019

**Job Title:** Medical Application Sales & QC Manager

My duties include:

- Sales Strategies and tactics for selling medical devices and applications
- Training and preparation of SOPs.
- Working on Biotech equipment and techniques such as DNA extraction, RNA Analyses, Blotting, PCR, Real-time PCR, Drug Detection, Genetics, ELISA, Flow Cytometry, FISH, Fluorescent Microscopy, Centrifugation, Optical Density devices, Autoclaving, Molecular Diagnostics.
- Quality Inspection, Quality control, Quality Assurance
- Continuous Quality Improvement.
- Cost control and optimization, Business profit maximization
- Preparation of professional reports, quotes, proposals, and presentations.
- Preparation of FDA, SFDA, Ministry of Trade, Ministry of Health, Ministry of Labor and other government documents.
- Public and Government Relations & HR roles

- **Tamkeen Technologies/Saudi Intelligent Solutions** Oct 2015, Mar 2017

**Job Title:** Training, Functional Support, Call Centre Team Leader

Main responsibilities include:

- Establishing & leading a training and support team for TAQAT.
- Call Center team leader for TAQAT.
- Data Analysis & Reporting
- Train the trainer
- Apply Change management best-practices to ensure trainees/employees involvement and compliance.
- Establishing and measuring KPIs for call center and training.



**Other Experience:** 7 years in Healthcare Consultancy/Quality, Digital Transformation, Sales, and Content Writing & Journalism.

### Professional Training & Certificates:


- ✚ *Certified Lean Six Sigma Master Black Belt (CLSSMBB)- Anexas Europe - 2020*
- ✚ *Certificate in Leading Quality & Safety in Healthcare from George Washington University*
- ✚ *Certified Lean Six Sigma Black Belt (CLSSBB)*
- ✚ *10 Quality Improvement Certificates from Institute for Healthcare Improvement, IHI.*
- ✚ *One year of Advanced Lean Training (By IQVIA 2020-2021)*
- ✚ *King Abdulaziz Award for Quality & Org. Excellence training.*
- ✚ *Lean Facilitator (By IQVIA 2021)*
- ✚ *Quality 4.0 from MOH by Dr. Mohammad Zaeri*
- ✚ *Leadership Development Program (IQVIA 2020)*
- ✚ *Saudi Quality Infrastructure Certificate from SASO 2019*
- ✚ *McKinsey Forward Foundation Level Program 2021-2022*
- ✚ *Change Management certificate from IPA.*
- ✚ *McKinsey Forward Advanced Level Program 2022*
- ✚ *Knowledge of ISO Systems. (9001, 17025, 22000, 14001, 45001, 27000)*
- ✚ *Prosci® Change Management Certification 2019*
- ✚ *Risk Management Professional, RMP training (40 PDUs) Project Champions - 2020*
- ✚ *Certified Assessor of Service Excellence model by SASO.*
- ✚ *Project Management Professional training, PMP (36 PDUs) – Project Champions - 2020*
- ✚ *Certified Assessor of Product Excellence model by SASO.*
- ✚ *Lean Automation – IQVIA - Sep 2021*
- ✚ *Lean/ Kaizen Facilitator- IQVIA - Dec 2020*
- ✚ *TQM - Maharah Institute - Jun 2020*
- ✚ *Manufacturing & Product Quality (Comprehensive) - FDA - May 2020*
- ✚ *Food Safety Management Food Safety Management - Universiti Teknologi MARA via openlearning -*

*Apr 2020*


 *The COSHH Manager - The International Association for Chemical Safety - Apr 2020*

 *Light and Heavy Production License – Xerox/Olayan – 2019*

 *Global Information Security: Social Engineering – IQVIA- 2021*

 *Global Information Security: Data Leakage – IQVIA -2021*

 *Anti-Bribery and Anti-Corruption Compliance Training – IQVIA- 2021*

 *Global Information Security: Be Aware. Be Secure – IQVIA – 2021*

 *Global Data Privacy – IQVIA - 2021*

 *Managing Change Part 1, 2 – IQVIA – 2021-2022*

 *Global Information Security: Use of Assets & Technology - Protecting Confidential Information – IQVIA- 2021*

 *Wide-ranging training on HIS, RCM, “Patient-level-costing,” Healthcare PPG (Private payers, provider, and government) solutions and consultancy services, Data Analytics \* AIML, – IQVIA- 2020 -ongoing*

## **References**

**Are available upon request.**