



Kenneth J. Alt

Ken Alt has more than 42 years of UTC / industry experience, the last ten years of which have been focused exclusively on the teaching and deployment of quality principles. He has held a variety of positions in Engineering, Training and Quality, including a two year assignment in Singapore as Engineering Training Manager for Otis' Pacific Asia Operations (PAO). He has applied strong leadership skills and sound quality principles throughout his career to promote a working environment focused on performance improvement and customer satisfaction. More recently, Ken has joined the faculty of The National Graduate School, teaching graduate-level courses for students pursuing a Master of Science in Quality Systems Management. Examples of accomplishments include:

- Developed standard work – training modules, templates, worksheets, etc – as a means to consistently deploy ACE philosophy and methodologies to ACE Coordinators supporting all businesses and geographic regions of UTC Fire & Security..
- Developed a training course as a means to develop ACE assessors and ACE assessor capabilities in all regions of UTC Fire and Security. Conducted the course on seven occasions – once in Asia and twice in Australia, Europe and North America.
- Actively participated as a member of the UTC ACE Council for the past five years, representing both UTC Fire & Security and Otis Engineering.
- Established a managed review process for technical product reviews to ensure a qualified board of reviewers, fully documented review board decisions, follow-up of action items and tracking of metrics.
- Coordinated the deployment of Otis' new Product Development Process for all worldwide locations and functions involved in developing products. This included 12 hour training sessions, successfully accomplished utilizing distance learning techniques.
- Created seven engineering training modules – two in instructor-guide format, five in computer-based format. In addition to PAO engineering organizations, distributed modules to Otis Engineering Centers in Europe, South America and the United States.
- Member of a team charged with developing system requirements to link data within all areas of Otis. System components included interactive technical data vaults, integrated drawing management/product change processes, document scanning and data viewing capabilities.
- Led a Design Services Quality Team awarded a UTC Leadership Award for outstanding achievements in quality.

Ken earned a Bachelor of Science degree in Business Management and a Master of Science degree in Organizational Behavior, both from the University of Hartford.
