

Nicole Radziwill

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Professional Profile: <http://www.linkedin.com/in/nicoleradziwill>

Professional Blog with the American Society for Quality (ASQ): <http://qualityandinnovation.com>

Education Blog: <http://burningmindproject.org>

QUALITY 4.0: DATA SCIENCE, DISRUPTIVE INNOVATION, & SMART PRODUCTION SYSTEMS

I use data science, quality informatics, intelligent systems, predictive analytics, and design to help business leaders address the societal and technological changes associated with cognitive (smart) production systems and the evolving Internet of Things (IoT). I am interested in **real-time emergent analytics** incorporating new data sources (e.g. IoT, weather, and environmental), **alternative economies for production** (e.g. sharing economy, gift culture, cryptocurrency, Maker City), and **design and innovation in a man-machine hybrid society** (e.g. inclusive design, neurodiversity, virtual reality, and Burning Man).

TOPICS I TEACH INCLUDE:

Production/Operations Management; Data Science, Predictive Analytics, Simulation & Modeling in R; Intelligent Systems & Machine Learning with R; Management & Cybersecurity of Industrial Cyber-Physical Systems; Product Design & Materials Selection; Human-Computer Interaction/ Human Centered Design/ Human Factors & Ergonomics

EDUCATION

Ph.D. Technology Management & Quality Systems, Indiana State University (2009)

Graduate Certificate, Human Factors Engineering & Ergonomics, Penn State (2016)

Cybersecurity for Industrial Control Systems 210W courses (2016), Department of Homeland Security (DHS), Industrial Control Systems Cyberemergency Response Team (ICS-CERT)

MBA, Production and Operations Management, Regis University (2004)

M.S. Atmospheric Science (ABD), South Dakota School of Mines & Technology (1998)

B.S. Meteorology, Pennsylvania State University (1995)

North Carolina School of Science and Mathematics (1992)

PROFESSIONAL EXPERIENCE

- **Associate Professor of Production Systems, Department of Integrated Science and Technology**, James Madison University (Harrisonburg, VA) – Fall 2015 to present
- **Affiliate Faculty, University of Malta** – Aug 2012 to present
- **Assistant Professor of Information & Knowledge Management, Department of Integrated Science and Technology**, James Madison University (Harrisonburg, VA) – Aug 2009 – Aug 2015
- **Management Consultant, National Ecological Observatory Network (NEON)** (Denver, CO) – 2009 to 2010

- **Assistant Director (VP)**, Office of End to End Operations, National Radio Astronomy Observatory Headquarters (Charlottesville, VA) – 2006 to 2009
- **Managing Partner**, Espresso Labs LLC (Charlottesville, VA) – 2009 to 2011
- **Head of Software Development**, Green Bank Telescope (GBT), National Radio Astronomy Observatory (Green Bank, WV) – 2002 to 2006
- **Chief Operating Officer**, Tesselent LLC (Denver, CO) – 2002
- **Senior Solutions Architect & Engagement Manager**, Major Accounts, Nortel Networks Professional Services Organization (NA, Europe, Australia) – 2000 to 2001
- **Software Development Manager**, Rhythms Netconnections, Inc. (Englewood, CO) – 1999
- **Scientific Systems Analyst**, National Oceanic & Atmospheric Administration (NOAA) Forecast Systems Laboratory (Boulder, CO) – 1998 to 1999
- **Scientific Systems Analyst**, Institute for Atmospheric Sciences (Rapid City, SD) – 1998
- **Project Manager (IT) and Systems Administrator**, Quintet International, Inc. (State College, PA) – 1995 to 1998

AFFILIATIONS

Fellow, American Society for Quality (ASQ)

Association for Technology Management & Applied Engineering (ATMAE)

Human Factors Engineering Society (HFES)

American Statistical Association (ASA)

Full Member, American Meteorological Society (AMS), since 1994

CERTIFICATION

ASQ Certified Six Sigma Black Belt (CSSBB) #11952, since 2011

ASQ Certified Manager of Quality and Organizational Excellence (CQM/OE) #9583, since 2005

HONORS & RECOGNITION

National/International

- **ASQ's 40 Under 40 (New Voices of Quality)**, 2016
- **ASQ Fellow**, 2012, highest mark of distinction bestowed by the Society with a personal citation "*for outstanding and innovative cross-disciplinary contributions to teaching and research in quality, for promoting social responsibility through quality and process improvement as a form of community service, and for continuing service to the quality profession through ASQ sections, divisions, and interest groups.*"
- **ASQ Influential Voices** blogger, 2012 - present, <http://qualityandinnovation.com>
- **ASQ's 40 New Voices of Quality**, 2011
- **Epsilon Pi Tau** National Technology Honor Society, inducted in 2009
- **Vice Presidential Hammer Award**, 1999, for supporting contributions to improved data quality and production processes in NOAA GPS Meteorology Group, for "contributions to building a government that works better and costs less" (cit. by Al Gore)

Academic/Publishing

- **Madison Scholar Award**, JMU College of Integrated Science & Engineering (CISE), 2017
- **R-Bloggers** (<http://www.r-bloggers.com>) contributor since 2013

- **London School of Economics (LSE) Impact Blog**, selected as one of top 10 posts on *2015 Year-In-Review: LSE Impact Blog's Most Popular Posts*. For "Why the Ban on p-values? Understanding sampling error is the key to improving the quality of research"
- **Madison Research Fellows**, Transforming Self and Community, 2014-2016
- **Outstanding Junior Faculty Award**, JMU College of Integrated Science and Technology (CISAT), 2011-2012

Students

- **Best Honors Thesis Award** for "Zome: An Interactive Art Piece," by Cassidy Moellers, Robert Spinoza, Dylan Chance. Spring 2015

Industry

- Nortel Networks Professional Services **Newcomer of the Year** Award, 2000
- Nortel Networks Strategic Services **Employee of the Quarter**, July 2000

CONSULTING

Associated Universities, Inc. (AUI), Washington, DC – Jan 2013 to June 2014

- Prepared proposal for Cooperative Agreement from NSF for continued management (2014-2019) of multinational facilities, \$500M for 5 yr
- Advised development of metrics & business intelligence approach

National Ecological Observatory Network (NEON), Boulder, CO – 2009, 2010

- Developed strategy and operations plan for cyberinfrastructure component of observatory
- Developed and published concept of "normalized multi-period total cost of ownership" to aid in software infrastructure operations planning

National Radio Astronomy Observatory (NRAO), Charlottesville VA – 2009, 2010

- Developed workforce management plan according to criteria for Malcolm Baldrige National Quality Award (MBNQA)
- Led development of Observatory-wide metrics for operations performance management

OrderTopia LLC, Charlottesville, VA - 2009, 2010

- Advised development of mobile app for placing orders from local restaurants

COURSES I CREATED

ISAT 331. Cyber-Physical Industry. 3 credits.

New course offered for first time in Spring 2017.

In-depth introduction to the management of cyber-physical systems for automated production, from maker scale to global supply chains, emphasizing quality, usability, and cybersecurity in the context of an innovation ecosystem. Topics include: robotics and flexible manufacturing systems, industrial monitor and control systems (RTU, PLC, SCADA, HMI, SIS, DCS), Internet of Things (IoT), human factors and ergonomics, virtual/augmented/mixed reality, autonomy, critical infrastructure, and smart cities. *Prerequisites: Permission of the instructor.*

ISAT 432 -- Product Design & Materials Selection for Manufacturing. 3 credits.

This course deals with the interplay between requirements specification, design, economics, environment, energy, materials selection, fabrication, manufacturing cost, and product life cycle considerations. Students will complete a product design case study from requirements to final design concept, including translating requirements to design, selecting appropriate materials, and choosing between design and production concepts using qualitative and quantitative analytical methods.

ISAT 434 – Industrial Informatics. 3 credits.

Hands-on application of analytical methods selected from topics in supply chain management, forecasting, quality and process improvement, marketing research and analytics, design of experiments, and reliability assessment. The significance of technologies like cloud computing, Big Data, and Internet of Things (IoT) are emphasized throughout. *Class is being taught for the first time in Spring 2017 as a special topics ISAT 480 course, and will be introduced as an elective into the upper level ISAT Production Systems concentration.*

COURSES I SIGNIFICANTLY REVISED**ISAT 251 – Topics in Statistics and Data Science. 3 credits.**

I modernized a traditional introductory applied statistics course to focus on the practical development of research skills and statistical thinking using the R Statistical Software. Students learn to construct research questions and analyze their data analytically and computationally, then compare the methods to help them identify problems and issues on their own.

My textbook and course have been adopted by several schools and programs, at both the undergraduate and graduate levels:

Domestic	International
<ul style="list-style-type: none"> • Loyola University • Southern Illinois University • Tuskegee University • Florida Southwestern University • University of South Florida • University of Idaho • University of Syracuse • Purdue University (Psychology) • Brescia University • Nova Community College 	<ul style="list-style-type: none"> • Sabianci University (Turkey) • Zacatecas University (Mexico) • Lincoln University (New Zealand) • Chengdu University (China) • Psychology School Fachbereich Wirtschaft & Medien Hochschule Fresenius (Germany) • Open Data Consortium (Hong Kong)

TEACHING, ADVISING & PROJECT MENTORSHIP

Classes Taught (B*=blended; **=online; S*=service learning; T*=team taught)

Graduate Level

Fall 2016 ISAT 632 – Analytical Methods: Weather & Climate Models

Spring 2016	ISAT 632 – Analytical Methods: Lean Six Sigma for Environmental Management
Spring 2016	ISAT 632 – Analytical Methods: Monte Carlo Simulation
Spring 2016	ISAT 632 – Analytical Methods: Weather & Climate Models
Winter 2015	ISAT 632 – Analytical Methods: Monte Carlo Simulation
Winter 2015	ISAT 632 – Analytical Methods: Weather & Climate Models
Spring 2014	IES 5005 – SERM Quantitative Data Analysis (w/M. Benton and E. Salib)
ST*Spring 2013	ISAT 680 – Quality and Process Improvement in Action (3 cr.) (w/R. Simmons)
Spring 2013	IES 5005 – SERM Quantitative Data Analysis (w/M. Benton and E. Salib)
ST*Spring 2012	ISAT 680 – Quality and Process Improvement in Action (3 cr.) (w/R. Simmons)
Spring 2012	IES 5005 – SERM Quantitative Data Analysis (provided project assistance only)
Fall 2012	ISAT 655 – Technology Assessment (3 cr.)
Fall 2010	ISAT 654 – Advanced Technology Management (3 cr.)
B*Fall 2011	ISAT 654 – Advanced Technology Management (3 cr.)

ISAT Production Systems

Fall 2017	ISAT 480/434 – Industrial Informatics (3 cr.)
Spring 2017	ISAT 480/434 – Industrial Informatics (3 cr.)
Spring 2017	ISAT 331 – Cyber-Physical Industry (3 cr.)
Fall 2016	ISAT 430/432 – Product Design & Materials Selection (3 cr.) (w/M. Benton)
Fall 2015	ISAT 211 – Production and Operations Management (3 cr.) (w/E. Maslen)
CST*Spr 2013	HON 300 – Quality and Process Impr in Action (3 cr.) (w/R. Simmons, COB)
ST*Spr 2012	HON 300 – Quality and Process Impr in Action (3 cr.) (w/R. Simmons, COB)

ISAT Information & Knowledge Management

Fall 2017	ISAT/CS 344 – Intelligent Systems (3 cr.)
** May 2017	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2016	ISAT/CS 344 – Intelligent Systems (3 cr.)
** May 2015	ISAT/CS 344 – Intelligent Systems (3 cr.)
CB*Spr 2016	ISAT 341 – Simulation & Modeling (3 cr.) - 3 sections
C*Spring 2015	ISAT 341 – Simulation & Modeling (3 cr.) - 3 sections
C*Spring 2014	ISAT 341 – Simulation & Modeling (3 cr.) - 3 sections
C*Spring 2013	ISAT 341 – Simulation & Modeling (3 cr.) - 2 sections
Spring 2012	ISAT 341 – Simulation & Modeling (3 cr.) - 2 sections
Spring 2011	ISAT 341 – Simulation & Modeling (3 cr.) - 2 sections
Spring 2010	ISAT 341 – Simulation & Modeling (3 cr.) - 2 sections
Fall 2015	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2014	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2013	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2012	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2011	ISAT/CS 344 – Intelligent Systems (3 cr.)
Spring 2011	ISAT/CS 344 – Intelligent Systems (3 cr.)
Fall 2010	ISAT/CS 344 – Intelligent Systems (3 cr.)
T*Spring 2010	ISAT/CS 344 – Intelligent Systems (3 cr.) (w/P. Cushman)

ISAT Foundations/Analytical Methods

B**Fall 2017	ISAT 251 – Topics in Statistics and Data Science (3 cr.) – 3 sections
BS*Fall 2016	ISAT 251 – Topics in Statistics and Data Science (3 cr.)
** May 2016	ISAT 251 – Topics in Statistics and Data Science (3 cr.)

BS*Spring 2016 ISAT 251 – Topics in Statistics and Data Science (3 cr.)
 BS*Spring 2015 GISAT 251 – Applied Statistics (3 cr.)
 Fall 2014 IA 252 – Programming and Problem Solving (3 cr.)
 BS*Fall 2014 GISAT 251 – Applied Statistics (3 cr.)
 BS*Spring 2014 GISAT 251 – Applied Statistics (3 cr.)
 BS*Fall 2013 GISAT 251 – Applied Statistics (3 cr.)
 BS*Fall 2012 GISAT 251 – Applied Statistics (3 cr.)
 BS*Spring 2012 GISAT 251 – Applied Statistics (3 cr.)
 Fall 2011 GISAT 251 – Applied Statistics (3 cr.)
 Fall 2010 GISAT 251 – Applied Statistics (3 cr.)
 Fall 2009 GISAT 251 – Applied Statistics (3 cr.) (assistant to P. Goodall)

Discussion Groups

T*Spring 2014 ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)
 T*Spring 2013 ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)
 T*Spring 2012 ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)
 T*Spring 2011 ISAT 131 – Science, Technology and Society (w/A. Biesecker, ISAT)

Independent Study/Special Topics

Spring 2018 ISAT/LTLE 480 – Blockchain Technology & Bitcoin (3 cr.) w/M. Benton
 Spring 2016 ISAT 480 – Internet of Things (IoT) Intelligence (3 cr.) - Aimee Cunningham, IA
 Fall 2015 ISAT 480 – Numerical Weather Prediction (3 cr.) - 12 students
 Summer 2015 ISAT 480 – Severe Weather on Earth and in Space (3 cr.) - 4 students
 Spring 2015 ISAT 480 – Agile Development for Lean Startup (3 cr.) - 12 students
 Spring 2014 ISAT 480 – Statistical Computing (3 cr.) - Alex Paullin
 Spring 2014 ISAT 480 – Statistical Analysis & Research Writing (1 cr.) - Liz Wronko & Bastiana Rodebaugh, ISAT
 Fall 2013 ISAT 341 – Simulation & Modeling (3 cr.) - Cassidy Moellers, ISAT
 Spring 2013 ISAT 480 – Advanced Simulation and Modeling (3 cr.) - Brent Barbachem, CS
 Spring 2013 ISAT 480 – Social Media Data Acquisition (1 cr.) - Virginia Thai, ISAT
 Spring 2011 GSCI 162 – Science of the Planets (2 cr.) - Kyle Clerico, ISAT

General Education

** June 2017 ISCI 104 – Severe Weather on Earth and in Space (1 cr.)
 ** May 2017 ISCI 104 – Severe Weather on Earth and in Space (1 cr.)
 ** June 2016 ISCI 104 – Severe Weather on Earth and in Space (1 cr.)
 ** May 2016 ISCI 104 – Severe Weather on Earth and in Space (1 cr.)
 **May 2015 ISCI 171 – Earth and Planetary Science for Teachers (3 cr.)
 ** May 2015 ISCI 104 – Severe Weather on Earth and in Space (1 cr.)
 ** June 2014 GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
 **May 2014 GSCI 161 – Science Processes (1 cr.)
 **May 2014 GSCI 162 – Science of the Planets (2 cr.)
 ** May 2014 GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
 **June 2013 GSCI 161 – Science Processes (1 cr.)
 **June 2013 GSCI 162 – Science of the Planets (2 cr.)
 ** June 2013 GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
 **May 2013 GSCI 161 – Science Processes (1 cr.)
 **May 2013 GSCI 162 – Science of the Planets (2 cr.)

- ** May 2013 GSCI 104 – Severe Weather on Earth and in Space (1 cr.)
- B*May 2012 GSCI 161 – Science Processes (1 cr.)
- **May 2012 GSCI 162 – Science of the Planets (2 cr.)
- **May 2011 GSCI 162 – Science of the Planets (2 cr.)
- Spring 2010 GSCI 164 – Physical Science (2 cr.)
- Fall 2009 GSCI 161 – Science Processes (1 cr.)
- Fall 2009 GSCI 162 – Science of the Planets (2 cr.)

Class	Cr	F14	S15	F15	S16	F16	S17	F17	S18	F18	S19	F19	S20	F20
ISAT 251 – Stats & Data Science	3	X	X		X	X		X		X		X		X
ISAT 331 – Cyber-Physical Industry	3						X		X		X		X	
ISAT 341 – Simulation & Modeling	3		X		X									
ISAT 344 – Intelligent Systems	3	X		X		X		X		X		X		X
ISAT 430/432 – Materials in Product Design	3					X								
ISAT 434/480 – Industrial Informatics	3					X	X	X	X	X	X	X	X	X

Student Projects Advised at JMU

Primary Advisor for 5 students (3 projects) in Innovation and Transformative Experience in STEAM:

- 2017 – “An IoT Sensory System: From Prototype to Production,” Chris Bell; B.S. in Integrated Science and Technology at JMU (Co-Advisor with R. Simmons)
- 2016 – “Design for STEAM,” Nick Kamienski; B.S. in Integrated Science and Technology at JMU
- 2015 – “Zome: An Interactive Art Piece,” Cassidy Moellers, Robert Spinoza, Dylan Chance; B.S. in Integrated Science and Technology at JMU

Primary Advisor for 36 students (19 projects) in Quality Informatics and Industrial Meteorology:

- 2018 – “Voice of the Customer (VoC) for Small Farm Industrial Hemp Production in Virginia”, Blake Sutterfield, B.S. in Integrated Science and Technology at JMU
- 2018 – “Cognitive Impacts of Virtual Reality (VR) Immersion”, Kyle Clark & Cole Carton, B.S. in Integrated Science and Technology at JMU
- 2018 – “Machine Learning in Bioinformatics: Understanding Transposable Elements”, Julius Nevin, B.S. in Integrated Science and Technology at JMU
- 2017 – “Latent Dirichlet Analysis of Industrial Hemp Communications”, Ben Steen, B.S. in Integrated Science and Technology at JMU

- 2017 – “Improving Orographically Induced Snow Forecasts in Rockingham County,” Mikayla Kelley, Shanna Bishop; B.S. in Integrated Science and Technology at JMU
- 2017 – “Lean Production for an Industrial Hemp Industry in Virginia,” Justin Ngo, Evan Hylton, Nick Gentile; B.S. in Integrated Science and Technology at JMU
- 2017 – “Reducing the Costs and Environmental Impact of JMU On-Campus Salt Treatments Prior to Snowstorms,” Yusra Wahbah; B.S. in Integrated Science and Technology at JMU
- 2016 – “easyDTF: An R Package for Distribution Transforms and Fitting,” Chris Miller; B.S. in Integrated Science and Technology at JMU
- 2015 – “Mobile Activity Recognition System (MARS),” Eric Walisko, Ben Thompson; B.S. in Integrated Science and Technology at JMU
- 2014 – “Improving Product and Process Quality at Cross Keys Vineyards,” Gordon Heil, Tessa Heydinger, Andrew Lucchesi; B.S. in Integrated Science and Technology at JMU
- 2014 – “An Analysis of Foam Quality in Starr Hill and Three Brothers Products,” Michael Carr; B.S. in Integrated Science and Technology at JMU
- 2014 – “Improving Inventory Ordering Strategies to Reduce Holding Costs for Angler's Choice Marine,” Ian Loganadan, Kevin Rakaric; B.S. in Integrated Science and Technology at JMU
- 2014 – “Analysis of the Relationship between Beaver Creek Reservoir Water Quality and Starr Hill Brewery Product Quality,” Elizabeth Wronko, Bastiana Rodebaugh; B.S. in Integrated Science and Technology at JMU
- 2013 – “Analysis of the Relationship between Beaver Creek Reservoir Water Quality and Starr Hill Brewery Product Quality,” Emily Northup; B.S. in Integrated Science and Technology at JMU
- 2013 – “Analysis of the Relationship between Beaver Creek Reservoir Water Quality and Starr Hill Brewery Product Quality: A Pilot Project,” Mandy Jenkins, Calla Feucht, James Boley; B.S. in Integrated Science and Technology at JMU
- 2013 – “Determining Good and Bad Batches of Beer using Classifiers for Starr Hill Brewery,” Hugh Blanchetti, Kurt Valentiner, Adam Hall; B.S. in Integrated Science and Technology at JMU
- 2013 – “Influential Resources, Key Themes and Emerging Trends in Technology Management,” Thao Virginia Thai; B.S. in Integrated Science and Technology at JMU
- 2012 – “Exploratory Analysis of 2010 Starr Hill Brewing Company Production Data,” Sean McMillin, Andy Duong, Nick Kersch, Jan Smith, John Turner, Blake Jenkins; B.S. in Integrated Science and Technology at JMU
- 2011 – “An Expert System for the Quality Systems Development Roadmap (QSDR),” Doug Jin, B.S. in Integrated Science and Technology at JMU

Committee Member or Co-Advisor for:

- 2016 - "SmartClickR: Modern Audience Response System," Noah Lamma and Joshua Cobb, B.S. in Integrated Science and Technology at JMU (Co-advising with Morgan Benton)
- 2015 – "Assessing Perception and Tourism Impacts of Offshore Wind Energy Installations in Virginia," Bryan Ogden, M.S. in SERM at JMU
- 2015 – "The Impact of Open-Source Data and Activity-Based Intelligence on the Mapping of Human Domain," Ken Sydnor, M.S. in Integrated Science and Technology at JMU
- 2013 - "SmartClickR: Modern Audience Response System," Jimmy Dempsey, Brad Fischer, Billy Godfrey, and Daniel To, B.S. in Integrated Science and Technology at JMU (Co-advising with Morgan Benton and Emil Salib)
- 2012 – "Exploring More Efficient Business Models for Electric Power Distributors," Brooks Taylor, M.S. in Integrated Science and Technology at JMU
- 2010 – "Simulating Business Team Assembly with Network Models," Kevin Zdancewicz, M.S. in Integrated Science and Technology at JMU
- 2006 – "Data Quality Diagnostics for the Green Bank Telescope," Ron DuPlain, B.S. in Computer Engineering at the University of Cincinnati [three year co-op project started in 2003]

Summer Student Projects Advised

National Radio Astronomy Observatory:

- 2008 – "Data Preservation and Access for the NRAO 140ft and 12m Telescopes," Brian Sacash, B.S. Physics
- 2008 – "Applying Semantic Web Technologies and Ontologies to the NRAO Data Vault," Bryan Murphy, B.S. Computer Science
- 2005 – "Frequency of Execution Metrics for GBT Observing," Soumya Ghosh, M.S. Computer Engineering
- 2004 – "Data Quality Diagnostics for the GBT," Ron DuPlain, B.S. Computer Engineering
- 2003 – "Enhancing the Portability of GBT Data," Andy Cowan, B.S. Computer Science

Mentorship and Training

- 2000 – Developed course on "E-Business Models, Technologies and Strategy Development", instructed 300+ consultants and managers with Nortel CRM Professional Services
- 1996 – American Meteorological Society Datastreme Project - educated teachers of grades 7-12 in fundamental meteorology, forecasting, and industrial meteorology applications

PROFESSIONAL DEVELOPMENT

National Science Foundation Cybersecurity Summit – August 15-16, 2017

Charles Eisenstein Workshop, "The Space Between Stories" - March 10, 2015

JMU, Audit of ISAT 480 Technology, Intelligence, & Conflict (w/T. Walton) – Spring 2015
 IDEO U (Internationally Recognized Design Firm), "Insights for Innovation" - November 22, 2014
 - beta program participant and reviewer
David Whyte Workshop, "The Art of Asking the Beautiful Question" - February 22, 2014
Stanford University, Statistical Learning (MOOC) -- Spring 2014
Charles Eisenstein Workshop, "Empowering the Change Agent" - August 3, 2013
 [http://deeply.be/Charles-Eisenstein-Workshop.html]
Stanford University, Introduction to Artificial Intelligence (w/S. Thrun & P. Norvig)
 – Fall 2011
 JMU, Audit of PSY 497A Positive Psychology (w/J. Kurtz) – Fall 2011
Institute for Blended Learning, JMU Center for Faculty Innovation – Fall 2011
Naropa University (Boulder, CO) Audit of EDU 615E Sacred Learning – Fall 2010

GRANTS RECEIVED

Virginia Cyber Range Course Development Grant - \$10K – January 2018
CISE Mini-Grant to attend Seasteading Institute (\$750) - April 2017
Virginia Cyber Range Course Development Grant - \$14K – February 2017
Business Innovation Factory, BIF 2016 Grant, Providence RI (\$2000) - September 2016
CISE Faculty Development Grant, "Design for Neurodiversity" (\$3400) - December 2015
CISE Mini-Grant to attend IAMU **Executive Session** (\$737) - April 2015
4-VA Course Redesign Grant, "Increasing Engagement in Programming and Problem Solving
 using Data Science and R" (\$5000) - July 2014
Business Innovation Factory, BIF10 Grant, Providence RI (\$2000) - September 2014
Business Innovation Factory, BIF9 Grant, Providence RI (\$2000) - September 2013
American Society for Quality, World Conference for Quality and Improvement (\$895) Fellow
 Grant -January 2013
American Society for Quality, Influential Voices Honorarium (\$250) - 2013
James Madison University, Study Abroad General Education Grant for **Iceland** (\$4000) - April
 2012
American Society for Quality, Influential Voices Honorarium (\$250) - 2012
American Society for Quality Software Division, International Conference on Software Quality
 Travel & Registration Grant (\$895) - San Diego CA - November 2011
American Society for Quality Software Division, Travel Grant to attend Conference on
 Software Engineering Education and Training (CSEET) (\$1300) - Pittsburgh PA - March
 2010
American Society for Quality Software Division, International Conference on Software Quality
 Travel & Registration Grant (\$895) - Northbrook IL - November 2009
American Society for Quality Software Division, World Congress on Software Quality
 (WCSQ) Travel & Registration Grant (\$1200) - Bethesda MD - November 2008

PUBLICATIONS

Refereed Articles & Dissertation:

1. Benton, M. C. & Radziwill, N. M., 2017: Quality and Innovation with Blockchain Technology. *Software Quality Professional*, December.
2. Radziwill, N. M. & Benton, M. C., 2017: Cybersecurity Cost of Quality: Managing the Costs of Cybersecurity Risk Management. *Software Quality Professional*, September.

3. **Radziwill, N. M. & Benton, M. C., 2017:** Design for X (DfX) in the Internet of Things (IoT). *Journal of Quality Management Systems, Applied Engineering, & Technology Management (JoQAT)*. 2017(1).
4. **Radziwill, N. M. & Benton, M. C., 2017:** Evaluating Quality of Chatbots and Intelligent Conversational Agents. *Software Quality Professional*, June.
5. **Radziwill, N. M. & Benton, M. C., 2017:** Bot or Not? Using Recurrence Maps to Characterize Tweet Interarrival Patterns. Accepted and in revision at *Social Media and Society*.
6. **Radziwill, N. M. & Mendez Vazquez, Y. M., 2017:** An Ergonomics Framework for Six Sigma Projects. Accepted and in revision at *Six Sigma Forum*.
7. Benton, M. C. & **Radziwill, N.M., 2016:** Merit Pay in Higher Education: Rationale, Unintended Consequences, and Alternatives. *Journal for Quality and Participation*, 39(3), October.
8. Benton, M. C. & **Radziwill, N.M., 2016:** Digging More Deeply into Behaviourism. *Journal for Quality and Participation*, 39, online supplement.
9. Benton, M. C. & **Radziwill, N.M., 2016:** Improving Testability and Reuse by Transitioning to Functional Programming. *Software Quality Professional*, June.
10. **Radziwill, N. M., Benton, M. C., Boadu, K., & Perdomo, W., 2015:** A Case-Based Look at Integrating Social Context into Software Quality. *Software Quality Professional*, December.
11. **Radziwill, N. M., 2016:** Greatest Hits – 50 Top Back to Basics: Export Your Lessons Learned to Spark Innovation. *Quality Progress*, January, p. 34.
12. **Radziwill, N. M., Romano, J., Shorter, D., & Benton, M.C., 2015:** The Ethics of Hacking - Should it be Taught? *Software Quality Professional*, December.
13. **Radziwill, N. M., Benton, M. C., & Moellers, C. 2015:** From STEM to STEAM: Reframing What It Means to Learn. *The STEAM Journal (Claremont, CA)*, July.
14. **Radziwill, N. M., & Owens, T. 2014:** Fresh Perspectives: Leverage the Relationships Among Innovation, Technology, and Quality to Unlock Your Creative Potential. *Quality Progress*, January, p. 30-36.
15. **Radziwill, N. M. & Benton, M. C., 2013:** Burning Man - Quality and Innovation in the Spirit of Deming. *Journal for Quality and Participation*, April, p. 7-11.
16. **Radziwill, N. M., 2013:** A Review of Research in the Quality Management Journal: Influential Resources, Key Themes, and Emerging Trends. *Quality Management Journal* 20(1), Jan., p. 7-36.
17. **Radziwill, N. M., 2013:** Tell Me About It: Export Your Lessons Learned to Spark Innovation. *Quality Progress*, October, p. 80. <http://rube.asq.org/quality-progress/2013/10/back-to-basics/tell-me-about-it.pdf>
18. **Radziwill, N. M. 2011:** Using SIPOC to Define Your Research Agenda: A Tool for Junior Faculty. *ASQ Higher Education Brief*, December, p. 5-11.
19. **Radziwill, N. M., 2009:** Topology, Evolution, and Network-Based Continuous Improvement of the Quality Management Journal. **Ph.D. Dissertation**, Indiana State University, 166 pages, AAT 3374728. http://www.bgsu.edu/colleges/technology/faculty/sinn/Radziwill_Dissertation.pdf
20. **Radziwill, N. M., Olson, D., Vollmar, A., Lippert, T., Mattis, T., Van Dewark, K. and J.W. Sinn, 2009:** Starting from Scratch. *China Quality*, p. 59-61. [translated into Chinese by Wangfang Data] Available at <http://c.wanfangdata.com.cn/periodical-zhonggzl.aspx> (with subscription) or view a copy at http://nicoleradziwill.com/portfolio/Radz_StartingFromScratchChinese.pdf

21. Crossley, J.H., DuPlain, R. F. & **Radziwill**, N. M., 2009: Web Service Automates Access to Multiple Astronomical Data Sources. SPIE Newsroom, March 11, 2009; Retrieved from <http://spie.org/x34139.xml?highlight=x2418&ArticleID=x34139>. DOI: 10.1117/2.1200903.1561
22. **Radziwill**, N. M., Olson, D., Vollmar, A., Lippert, T., Mattis, T., Van Dewark, K. and J.W. Sinn, 2008: Starting from Scratch. Feature article in *Quality Progress*, September 2008.
23. **Radziwill**, N. M., 2006: Foundations for Quality Management of Scientific Data Products. *Quality Management Journal*, v13 Issue 2 (April), p. 7-21.
24. **Radziwill**, N. M. and A. L. Shelton, 2005: Push for Cheese – A Metaphor for Software Usability. *CrossTalk: The Department of Defense Journal of Software Engineering*. December.
25. **Radziwill**, N. M., 2005: An Ethical Theory for the Advancement of Professionalism in Software Engineering. *Software Quality Professional*, v7 Issue 3 (June), p. 14-23.

Articles Submitted:

N/A

Published Source Code (Software):

1. Marganian, P., Garwood, R.W., Braatz, J.A., **Radziwill**, N.M. & Maddalena, R., 2013: **GBTIDL: Reduction and Analysis of GBT Spectral Line Data**. Astrophysics Source Code Library, record ascl:1303.019, March. <http://adsabs.harvard.edu/abs/2013ascl.soft03019M>
2. Sessoms, E., Shelton, A. & **Radziwill**, N.M., 2004: **DEAP - Data Extraction and Analysis Program**. <http://deap.sourceforge.net>

Blogs:

1. **Radziwill**, N. M., 2015-present. Contributor to **R Bloggers** (Internationally recognized syndicate of 575 experts in using the R statistical software package, distributed to 25000+ people internationally)
2. **Radziwill**, N. M., 2008-2015: **Quality and Innovation** (Blog, recognized by the American Society for Quality as one of its official ASQ *Influential Voices* social media resources). 300+ posts at <http://qualityandinnovation.com>.
3. **Radziwill**, N. M. & Benton, M. C., 2012-2013: **The Burning Mind Project**, 30+ posts at <http://burningmindproject.org>

Work Re-Blogged or Covered by Major Blogs:

1. **June 4, 2015** by the official blog of the Malcolm Baldrige National Quality Award: <http://nistbaldrige.blogs.govdelivery.com/2015/06/04/complex-data-science-at-the-kentucky-derby-and-other-uses-of-baldrige/#.VXBHmzRSQj0.twitter>
2. **March 12, 2015** by the London School of Economics Impact Blog, titled "Why the Ban on P-Values?" <http://blogs.lse.ac.uk/impactofsocialsciences/2015/03/12/why-the-ban-on-p-values-sampling-error/>
3. **May 3, 2013** by Landerville, T., Quality Management: Just What is Quality? ISO Cert Solutions, LLC. <http://blog.isocertsolutions.com/blog/bid/270329/Quality-Management-Just-What-Is-Quality>

Textbooks and Textbook Contributions:

1. Radziwill, N. M., 2017: **End-to-End Solved Problems With R: A Catalog of 26 Statistical Inference Examples**. Lapis Lucera, San Francisco CA, 240 pp.
2. Radziwill, N. M., 2015: **Statistics (The Easier Way) With R**. Lapis Lucera, San Francisco CA, 536 pp.
3. Moore, D. S., Notz, W. I., & Fligner, M. A., 2014: **Statistics in Practice**. W. H. Freeman: San Francisco, CA. [Contributed 30-chapter test bank and edited statistical inference chapters.]

Book Chapters:

1. Benton, M. C. & Radziwill, N. M. 2018: Designing Personal Sustainability into Organizational Culture: The Case of Burning Man. Invited chapter in *Handbook of Sustainability: Case Studies and Practical Solutions*. Garren, S. & Brinkmann, R., Eds. New York, NY: Palgrave Macmillan.
2. Radziwill, N. M., Benton, M. C., Kamienski, N., & Moellers, C., 2017: Quality and Continuous Improvement In STEAM. In *STEAM Education: Theory, Research and Practice* by M. S. Khine (Ed).
3. Radziwill, N.M. in Hendrickson, K., Danver, S. L., and Corfield, J., 2014: *Encyclopedia of the Industrial Revolution in World History*, Scarecrow Publishing. Articles on BASIC (programming language), CTQ Tree, Personal Computers, TRIZ.
4. Radziwill, N. M. and R.F. DuPlain, 2011: Quality and Continuous Improvement in Knowledge Management. Chapter in *Organizational Learning and Knowledge: Concepts, Methodologies, Tools, and Applications*, IGI Global. (<http://www.igi-global.com/book/organizational-learning-knowledge/49589>)
5. Radziwill, N. M. and R.F. DuPlain, 2009: Quality and Continuous Improvement in Knowledge Management. Chapter in *Knowledge Management Strategies for Business Development*, IGI Global.
6. Radziwill, N. M., and R.F. DuPlain, 2008: A Model for Business Innovation in the Web 2.0 World. Invited Chapter in *Web 2.0 Business Models*, Springer.
7. Radziwill, N. M., 2008: Implementing Communities of Practice to Manage Knowledge and Drive Innovation. Chapter in *Knowledge Management Strategies: A Handbook of Applied Technologies*. IDEA Group publishing.
8. Radziwill, N. M., 2007: An Ethical Theory for the Advancement of Professionalism in Software Engineering. *Fundamental Concepts for the Software Quality Engineer, Volume 2*. ASQ Press: Milwaukee, WI.
9. Radziwill, N. M. and A. L. Shelton, 2006: The Impact of an Enterprise Software Architecture on Observing with the Robert C. Byrd Green Bank Telescope (GBT). Chapter in *Enterprise Architecture*, Institute of Chartered Financial Analysts of India (ICFAI) Press, Hyderabad, India.
10. Radziwill, N. M. and A. L. Shelton, 2006: TWiki as a Platform for Collaborative Software Development Management. Chapter in *Internet Collaboration Tools*, Institute of Chartered Financial Analysts of India (ICFAI) Press, Hyderabad, India.

Editor:

1. Chiozzi, G., and **Radziwill**, N. M. 2014: Software and Cyberinfrastructure for Astronomy III, Proceedings of SPIE, Vol. TBD.
2. **Radziwill**, N. M., and Chiozzi, G., 2012: Software and Cyberinfrastructure for Astronomy II, Proceedings of SPIE, Vol. TBD.
3. **Radziwill**, N. M., and Bridger, A., 2010: Software and Cyberinfrastructure for Astronomy I, Proceedings of SPIE, Vol. 7740.
4. Bridger, A. and **Radziwill**, N. M., 2008: Advanced Software and Control for Astronomy II, Proceedings of SPIE, Vol. 7019.

Essays/Popular Literature/Poetry:

4. **Radziwill**, N. M., 2014: **When I Lost My Words Last Night**. Rebelle Society, March 22, at <http://www.rebellestociety.com/2014/03/22/when-i-lost-my-words-last-night-poetry/>.
5. **Radziwill**, N. M., 2012: **Politically Incorrect Secrets for Getting Through College**. ISBN-10 1468138928; ISBN-13 978-1468138924. Available on Amazon at http://www.amazon.com/gp/product/1468138928/ref=as_li_ss_tl?ie=UTF8&tag=qualandinowe-20&linkCode=as2&camp=1789&creative=390957&creativeASIN=1468138928.
6. **Radziwill**, N. M., 2011: **The Undergrad Jungle Book – A Top Secret Collection of Startling Tips, Tricks and Disclosures to Help You Brave the Wild Terrain of Undergraduate Academics**. ISBN-10 1456483188; ISBN-13 9781456483180. *Out of Print*.
7. **Radziwill**, N. M., 2010: **Disconnected: Technology Addiction & the Search for Authenticity in Virtual Life**. ISBN-10 1453632271; ISBN-13 978-1453632277. Available on Amazon at <http://amzn.to/dcMWp8>.

Book Reviews:

All published in *Quality Management Journal* unless otherwise noted:

1. **Simple Excellence: Organizing and Aligning the Management Team in a Lean Transformation**. Adam Zak and Bill Waddell, 2011. CRC Press/Taylor & Francis, New York NY. 141 pages. (Review Date: January 2018)
2. **The Fourth Industrial Revolution**. Klaus Schwab, 2016. World Economic Forum, Geneva, Switzerland. 184 pages. (Review Date: January 2018)
3. **Cybersecurity Leadership**. Mansur Hasib, 2014. Tomorrow's Strategy Today LLC. 171 pages. (Review Date: January 2018)
4. **Countdown to Zero Day: Stuxnet and the Launch of the World's First Digital Weapon**. 2014. Kim Zetter. Broadway Books, New York NY. 296 pages. (Review Date: January 2018)
5. **Blockchain Revolution: How the Technology Behind Bitcoin is Changing Money, Business, and the World**. 2016. Dan Tapscott & Alex Tapscott. Penguin Random House, New York NY. 348 pages. (Review Date: October 2017)
6. **Mapping Innovation: A Playbook for Navigating a Disruptive Age**. 2017. Greg Satell. McGraw-Hill Education, New York NY. 240 pages. (Review Date: October 2017)
7. **Risk-Based, Management-Led, Audit-Driven Safety Management Systems**. 2017. Ron C. McKinnon. Boca Raton, FL: CRC Press. 233 pages. (Review Date: April 2017)

8. **Introduction to SolidWorks: A Comprehensive Guide with Applications in 3D Printing.** 2016. Godfrey C. Onwubolu. Boca Raton, FL: CRC Press. 1165 pages. [Published in *Software Quality Professional*, June 2017]
9. **Introduction to SolidWorks: A Comprehensive Guide with Applications in 3D Printing.** 2016. Godfrey C. Onwubolu. Boca Raton, FL: CRC Press. 1165 pages. (Review Date: April 2017)
10. **Designing for Situation Awareness: An Approach to User-Centered Design, 2nd Ed.** 2012. Mica R. Endsley & Debra G. Jones. Boca Raton, FL: CRC Press. 370 pages. (Review Date: January 2017)
11. **Design for Six Sigma: A Practical Approach through Innovation.** 2017. Beth Cudney & Tina Kanti Agustiady. Boca Raton, FL: CRC Press. 357 pages. (Review Date: October 2016)
12. **Reliability Assessments: Concepts, Models, and Case Studies.** 2017. Franklin R. Nash. Boca Raton, FL: CRC Press. 777 pages. (Review Date: October 2016)
13. **The End of Protest: A New Playbook for Revolution.** 2016. Micah White. Toronto, Ontario, Canada. Alfred A. Knopf Publishing. 317 pages. (Review Date: July 2016)
14. **Solving Complex Industrial Problems Without Statistics.** 2016. Ralph R. Pawlak. Boca Raton, FL: CRC Press. 143 pages. (Review Date: July 2016)
15. **The Age of Thrivability: Vital Perspectives and Practices for a Better World.** 2016. Michelle Holliday. Montreal, Quebec, Canada. Cambium Publishing. 178 pages. (Review Date: July 2016)
16. **Heartificial Intelligence: Embracing our Humanity to Maximize Machines.** 2016. John C. Havens. New York, NY: Tarcher Penguin. 304 pages. (Review Date: April 2016)
17. **Zero to One: Notes on Startups, or How to Build the Future.** 2014. Peter Thiel (with Blake Masters). New York, NY: Random House. 211 pages. (Review Date: January 2016)
18. **NeuroTribes: The Legacy of Autism and the Future of Neurodiversity.** 2015. Steve Silberman. New York, NY: Avery. 534 pages. (Review Date: October 2015)
19. **Innovation Never Stops: Innovation Generation - the Culture, Process, and Strategy.** 2015. Peter Merrill. Milwaukee, WI: ASQ Quality Press. 244 pages. (Review Date: July 2015)
20. **Frugal Innovation.** 2015. Navi Radjou and Jaideep Prabhu. London, UK: The Economist in Association with Profile Books Ltd. 272 pages. (Review Date: July 2015)
21. **Lean Six Sigma for Engineers and Managers: with Applied Case Studies.** 2015. Matthew John Franchetti. Boca Raton, FL: CRC Press. 263 pages. (Review Date: April 2015)
22. **Statistics Done Wrong: A Woefully Complete Guide.** 2015. Alex Reinhart. San Francisco, CA: No Starch Press. 152 pages. (Review Date: April 2015)
23. **The Innovation Book.** 2014. Max McKeown. Harlow, UK: Pearson International. 258 pages. (Review Date: April 2015)
24. **Lead With Respect: A Novel of Lean Practice.** 2014. Michael Ballé and Freddy Ballé. Cambridge, MA: Lean Enterprise Institute. 219 pages. (Review Date: January 2015)
25. **Value Proposition Design.** 2014. Alex Osterwalder, Yves Pigneur, Greg Bernarda, & Alan Smith. Hoboken, NJ: John Wiley & Sons. 288 pages. (Review Date: October 2014)
26. **Project Management for Research and Development: Guiding Innovation for Positive R&D Outcomes.** 2014. Lory Mitchell Wingate. Boca Raton, FL: Taylor and Francis (CRC Press). 517 pages. (Review Date: July 2014)

27. **Managing Professional Service Delivery: 9 Rules for Success.** 2014. Barry M. Mundt, Francis J. Smith, & Stephen D. Egan, Jr. Boca Raton, FL: Taylor and Francis (CRC Press). 149 pages. (Review Date: July 2014)
28. **Continuous Permanent Improvement.** 2014. Arun Hariharan. Milwaukee, WI: ASQ Quality Press. 236 pages. (Review Date: July 2014)
29. **Discrete and Continuous Simulation: Theory and Practice.** 2014. Susmita Bandyopadhyay & Ranjan Bhattacharya. Boca Raton, FL: Taylor and Francis (CRC Press). 351 pages. (Review Date: July 2014)
30. **Six Sigma Case Studies with Minitab.** 2014. Kishore K. Pochampally and Surendra M. Gupta. Boca Raton, FL: Taylor and Francis (CRC Press). 302 pages. (Review Date: April 2014)
31. **Quality Management for Organizations Using Lean Six Sigma Techniques.** 2014. Erick C. Jones. Boca Raton, FL: Taylor and Francis (CRC Press). 591 pages. (Review Date: April 2014)
32. **Six Simple Rules: How to Manage Complexity Without Getting Complicated.** 2014. Yves Morieux and Peter Tollman. Boston, MA: Harvard Business School Press. 220 pages. (Review Date: April 2014)
33. **Human Work Productivity: A Global Perspective.** 2014. Shrawan Kumar, Anil Mital, and Arunkumar Pennathur (Eds.) Boca Raton, FL: CRC Press/Taylor and Francis Group. 239 pages. (Review Date: January 2014)
34. **Process Safety Management: Leveraging Networks and Communities of Practice for Continuous Improvement.** 2014. Chitram Lutchman, Douglas Evans, Rohanie Maharaj, and Ramesh Sharma. Boca Raton, FL: CRC Press/Taylor and Francis Group. 220 pages. (Review Date: January 2014)
35. **Give and Take: A Revolutionary Approach to Success.** 2013. Adam Grant. New York, NY: Viking. 305 pages. (Review Date: January 2014)
36. **Thrivability: Breaking Through to a World That Works.** 2013. Jean M. Russell. Devon, UK: Triarchy Press. 180 pages. (Review Date: October 2013)
37. **The Executive Guide to Innovation: Turning Good Ideas into Great Results.** 2013. Jane Keathley, Peter Merrill, Tracy Owens, Ian Meggarrey, and Kevin Posey. WI: ASQ Quality Press. 160 pages. (Review Date: October 2013)
38. **The Power of Pull: How Small Moves, Smartly Made, Can Set Big Things in Motion.** 2010. John Hagel III, John Seely Brown, and Lang Davison. NY: Basic Books. 277 pages. (Review Date: July 2013)
39. **Get Lucky: How to Put Planned Serendipity to Work for You and Your Business.** 2012. Thor Muller and Lane Becker. San Francisco: Jossey-Bass. 288 pages. (Review Date: July 2013)
40. **Building Resilience: Social Capital in Post-Disaster Recovery.** 2012. Daniel P. Aldrich. Chicago and London: University of Chicago Press. 232 pages. (Review Date: April 2013)
41. **Leading and Managing the Lean Management Process.** 2011. Gene Fliedner. New York: Business Expert Press, LLC. 150 pages. (Review Date: April 2013)
42. **Management Matters: Building Enterprise Capability.** 2013. John Hunter. Leanpub: 222 pages. (Review Publication Date: July 2013)

Refereed Conference Presentations & Proceedings:

1. Simmons, R. & **Radziwill, N. M.** 2017: Undergraduate Preparation for Professional Certification Using Technology. JMU Conference on Teaching and Learning with Technology, Oct 23.
2. **Radziwill, N. M.** & Benton, M. C. 2017: Neurodiversity for Design and Innovation. SXSW, Austin TX, March 12.
3. **Radziwill, N. M.** & Benton, M. C., 2016: Design for Neurodiversity (DfN*): A Design for X Process for Alternative Cognitive Styles. HASTAC, Phoenix AZ, May 13.
4. Benton, M. C. & **Radziwill, N. M.**, 2016: Choose Your Own Grade: Instructional Civil Disobedience. HASTAC, Phoenix AZ, May 12.
5. **Radziwill, N. M.**, 2015: What Does the 2015 ASQ Future of Quality Report Reveal About Innovation? ASQ Innovation Conference, Charlottesville VA, September 19.
6. Benton, M. C. & **Radziwill, N. M.**, 2015: The 10 Principles in Education. Burning Man Census Lab Conference, Black Rock City NV, September 2.
7. **Radziwill, N. M.**, 2014: Extreme Innovation - Practical Lessons from Burning Man. ASQ Innovation Conference, Toronto ON, September 20.
8. Kendrew, S., Deen, C., **Radziwill, N.**, Crawford, S., Gilbert, J., Gully-Santiago, M. & Kubanek, P., 2014: The First SPIE Software Hack Day. SPIE Software and Cyberinfrastructure for Astronomy, Montreal, Quebec, CA, June 22 – 27.
9. **Radziwill, N. M.**, 2014: Five Minute Radio Astronomy Boot Camp. Black Rock Observatory Educational Speaker Series, Black Rock City NV, August 27.
10. **Radziwill, N. M.** & Benton, M. C., 2014: Pseudoscience in the Era of Big Data. Center Camp Speaker Series, Burning Man, Black Rock City NV, August 26.
11. **Radziwill, N. M.** & Benton, M. C., 2013: The Burning Mind Project - Creating a Culture of Radical Innovation in Technology Education. ATMAE Annual Meeting, New Orleans LA, November 21.
12. **Radziwill, N. M.** & Simmons, R. A., 2012: Quality Without Borders – Service Learning for Young Quality Professionals. ASQ World Conference for Quality and Improvement (WCQI), Anaheim, CA, May 23.
13. Simmons, R. A. & **Radziwill, N. M.**, 2012: Quality Showcase – Celebrating the Work of Young Quality Professionals. ASQ World Conference for Quality and Improvement (WCQI), Anaheim, CA, May 23.
14. **Radziwill, N. M.** & Doggett, M., 2012: Critical References and Texts in Technology Management. ATMAE Annual Meeting, Nashville TN, November 17.
15. Benton, M. C. & **Radziwill, N. M.**, 2011: A Path for Exploring the Agile Organizing Framework in Technology Education. Agile 2011, Salt Lake City UT, August 9, 2011.
16. **Radziwill, N. M.** & Benton, M. C., 2011: Applying the Agile Organizing Framework to Team Management. International Conference on Software Quality (ICSQ), San Diego CA, February 8, 2011.
17. Benton, M. C. & **Radziwill, N. M.**, 2010: Using the Agile Organizing Framework to Create Adaptive Learning Environments for Technology Development. ATMAE, Panama City Beach FL, October 29, 2010.
18. **Radziwill, N. M.** & Mitchell, L., 2010: Using the Baldrige Criteria for Observatory Strategic and Operations Planning. SPIE Observatory Operations: Strategies, Processes and Systems III, San Diego CA, June 26 - July 1.
19. **Radziwill, N. M.**, 2010: The Baldrige Criteria for Performance Excellence for Quality Management in Observatories. SPIE Modeling, Systems Engineering, and Project Management for Astronomy IV, San Diego CA, June 26 - July 1.

20. **Radziwill**, N. M. & DuPlain, R., 2010: Using Value-Based Total Cost of Ownership (TCO) Measures to Inform Subsystem Trade-offs. SPIE Modeling, Systems Engineering, and Project Management for Astronomy IV, San Diego CA, June 26 - July 1.
21. DuPlain, R., Balser, D. & **Radziwill**, N. M., 2010: Build Great Web Search Applications Quickly with Solr and Blacklight. SPIE Software and Cyberinfrastructure for Astronomy, San Diego CA, June 26 – July 1.
22. Hoffman, A., Rennoch, A., Schieferdecker, I., & **Radziwill**, N. M., 2009: A Generic Approach for Modeling Test Case Priorities with Applications for Test Development and Execution. 3rd IEEE International Conference on Secure Software Integration and Reliability Improvement, Shanghai, China, July 8-10, 2009. [poster]
23. Crossley, J., DuPlain, R. F., & N.M. **Radziwill**, 2009: Combining Google Sky and the Search Functionality of the Virtual Observatory (VO). Meeting of the American Astronomical Society, Long Beach, California, Nov. 2-5. [Poster]
24. **Radziwill**, N. M., 2008: End to End Operations at the National Radio Astronomy Observatory. SPIE, Marseille France, Jun 23-28.
25. Crossley, J. H., Sjouwerman, L. O., Fomalont, E. B., and N. M. **Radziwill**, 2008: NRAO VLA Archive Survey. SPIE, Marseille France, Jun 23-28. [Poster]
26. **Radziwill**, N.M., 2007: Beyond Usability – Improving Software Quality by Closing the “Expectation Gap”. International Conference on Software Quality (ICSQ), Lakewood CO, October 16-17.
27. DuPlain, R., **Radziwill**, N.M., & Shelton, A., 2007: A Rule-Based Data Quality Startup Using PyCLIPS. ADASS XVII, London UK, September 2007.
28. Crossley, J. H., Sjouwerman, L. O., Fomalont, E. B., & **Radziwill**, N. M. 2007: NRAO VLA Archive Survey. Bulletin of the American Astronomical Society, 39, 961. [Poster]
29. **Radziwill**, N. M., 2006: Cost of Quality (CoQ) Metrics for Telescope Operations and Project Management. SPIE, Orlando FL, May 25-31.
30. **Radziwill**, N. M., 2006: Valuation, Policy and Software Strategy. SPIE, Orlando FL, May 25-31.
31. DuPlain, R. F. and N.M. **Radziwill**, 2006: Autonomous Quality Assurance and Troubleshooting. SPIE, Orlando FL, May 25-31.
32. **Radziwill**, N.M. and A. L. Shelton, 2006: A Standard Python Environment for Software Applications at the Green Bank Telescope (GBT). SPIE, Orlando FL, May 25-31.
33. **Radziwill**, N.M. and R. DuPlain, 2005: A Framework for Telescope Data Quality Management. Proc. SPIE, Madrid, Spain, October 2-5, 2005.
34. Garwood, R., J. Braatz, P. Marganian and N. **Radziwill**, 2006: GBTIDL – A New Package for Reduction and Analysis of GBT Spectral Line Data. AAS, Washington DC, January 2006.
35. Marganian, P., B. Garwood, J. Braatz, N. **Radziwill** and R. Maddalena, 2005: GBTIDL - A New Package for Reduction and Analysis of GBT Spectral Line Data. ADASS XV, Madrid, October 2005.
36. O'Neil, K., A. Shelton, N. **Radziwill**, and R. Prestage, 2005: The Astronomer's Integrated Desktop - A Unified Suite of Applications for Scheduling-Block Based Observing with the GBT. ADASS XV, Madrid, October 2005.
37. **Radziwill**, N. M., M. Mello, E. Sessoms, and A. Shelton, 2004: An Enterprise Architecture for the Green Bank Telescope (GBT). Proc. SPIE 5496, Glasgow Scotland, June 21-26, 2004.
38. **Radziwill**, N. M. and A. L. Shelton, 2004: TWiki as a Platform for Collaborative Software Development Management. Proc. SPIE 5496, Glasgow Scotland, June 21-26, 2004.

39. Cowan, A. W., N. **Radziwill**, D. Fleming and E. Sessoms, 2004: Enhancing the Portability of GBT Data, AAS 203rd Meeting, Seattle, WA, January 2004.
40. O'Neil, K., N. **Radziwill**, and R. Maddalena, 2003: Increasing the Accessibility of Green Bank Telescope Data, ADASS XII, Strasbourg, France, October 2003.
41. **Radziwill**, N. M. 1999. A Theoretical Approach to Air Traffic Delay Reduction Using Storm-Scale Numerical Weather Prediction. Preprints, 8th Conference on Aviation, Range, and Aerospace Meteorology, January 10–15, American Meteorological Society, Dallas, TX.
42. Capehart, W.J., N. M. **Radziwill** and C. A. Naus, 1999: The NCAR Land Surface Model examined in the contexts of PILPS 2(d) and a regional atmospheric prediction model, AMS 79th Annual Meeting, 14th Conference on Hydrology, Dallas, TX, 10-14 January.
43. Gutman, S., K. Holub and N. **Radziwill**, 1999: NOAA Ground-Based GPS Water Vapor Demonstration Network, International Union of Geophysics and Geodesy, 22nd General Assembly, Birmingham UK, July 18-30, 1999.

Refereed Newsletter Articles:

1. **Radziwill**, N. M., 2017: Innovation Gold Rush? The Pioneers of Seasteading. Newsletter of the American Society for Quality (ASQ) Innovation Division, June.
2. **Radziwill**, N.M., 2016: Business Model Innovation: A Quick Reference. Quarterly Newsletter of the American Society for Quality (ASQ) Innovation Division, November 2016.
3. **Radziwill**, N.M., 2015: Why is Innovation "Quality for Tomorrow"? Quarterly Newsletter of the American Society for Quality (ASQ) Innovation Division, October 2015.
4. **Radziwill**, N. M., 2011: How Usability and (Software) Quality are Related. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, February 2011.
5. **Radziwill**, N. M., 2010: Scrum for Kids. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, September 2010.
6. **Radziwill**, N.M., 2009: Beyond Usability – Improving Software Quality by Closing the “Expectation Gap”. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, January 2009.
7. **Radziwill**, N. M., 2009: The ITEA Criteria for Software Process Performance Improvement. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, January 2009.
8. **Radziwill**, N. M., 2008: Evolving the ASQ Software Division towards 2015. Quarterly Newsletter of the American Society for Quality (ASQ) Software Division, June 2008.

Selected Internal Memos & Non-Refereed Publications:

1. **Radziwill**, N. M., 2017: A Voice of the Customer Exercise at WCQI. Newsletter of the American Society for Quality (ASQ) Innovation Division, June.
2. **Radziwill**, N. M., Tang, J., Handley, M., Henriksen, P., Goodall, P., Altai, K. & Pappas, E., 2012: Overview of the BS Program in Integrated Science and Technology (BS ISAT). Prepared for review by the STEM/HHS Executive Advisory Council (EAC), October 12.
9. Butler, B., B. Glendenning, E. Greisen, P. Jewell, J. McMullin, R. Prestage, N. **Radziwill**, D. Tody, 2005: Report for the NSF Review of NRAO Software – NRAO e2e Software Status and Plan, 2005 – 2009. Coordinated by Butler, Glendenning and **Radziwill**. From http://wiki.gb.nrao.edu/pub/Software/NsfReview2005/NRAOSoftwareStrategy_Sep20.pdf

10. **Radziwill**, N. M. and R. M. Prestage, 2005: GBT High Level Software Development Plan, FY2006-2007, September 28.
11. **Radziwill**, N. M., R. M. Prestage and F. Ghigo, 2004: GBT Scheduling Block Concept, Specifications and Design. NRAO, August 6.
12. **Radziwill**, N. M., 2004: High-Level Design for a Suite of Basic Continuum and Spectral Line Data Reduction Routines Using IDL. NRAO, July 28.
13. Prestage, R., P. Jewell, N. **Radziwill** and J. Lockman, 2003: The GBT Software Integrated Product Team. NRAO, May 28.
14. **Radziwill**, N. M., 2001: Requirements for Automatic Registration of Web Portal Users and User Database for Clarify v10 Customer Relationship Management (CRM) Software. Nortel Networks, March 21.
15. **Radziwill**, N. M., 2000: Managing an Effective Transition between Customer Relationship Management (CRM) and Relationship-Driven eBusiness. Whitepaper, Nortel Networks, 800 recipients. *Used as the basis for an international training program.*

Invited Talks & Expert Panels:

1. (Invited) **Radziwill**, N. M., 2017: The Hidden Value in Quality 4.0: An Integrated Framework for Understanding. Quality 4.0 Summit on Disruption, Innovation, and Change. Dallas, TX, November 14.
2. (Invited) **Radziwill**, N. M., 2017: Adopt the New Philosophy. Quality 4.0 Summit on Disruption, Innovation, and Change. Dallas, TX, November 13.
3. (Invited) **Radziwill**, N. M., 2017: Quality-Driven Innovation in Systems and Software. American Society for Quality (ASQ) Washington, DC & Maryland Metro Section (509) & Northern Virginia Section (511) Software Special Interest Group (SW SIG), McLean VA, September 26.
4. (Invited) **Radziwill**, N. M., 2016: The Future of Quality: Cognitive Production, Ambient Intelligence, Smart Manufacturing, and Emergent Analytics. ASQ Boston Conference on Quality, Boston MA, April 11.
5. (Invited) Benton, M. C. & **Radziwill**, N. M., 2015: The 10 Principles in Education. IAMU Networking Executive Session, Washington DC, April 30.
6. (Invited) **Radziwill**, N. M. & Benton, M. C., 2014: The 10 Principles: A New Paradigm for Collaboration and Innovation. IAJC/ISAM International Conference, Orlando FL, September 26.
7. **Radziwill**, N. M., 2013: IT Skill Sets of the Future. Presented to the 2013 Commonwealth of Virginia's Innovative Technology Symposium (COVITS), Richmond VA, September 9. <http://www.govtech.com/events/COVITS-2013.html?page=speaker&id=220736541#myModal-214643671>
8. **Radziwill**, N. M., 2013: What is Quality Consciousness? Presented to the Blue Ridge Section (1108) of the American Society for Quality (ASQ), Harrisonburg, VA, January 16.
9. **Radziwill**, N. M., 2012: What is Quality Consciousness? Presented to the Lynchburg Section of the American Society for Quality (ASQ), Lynchburg, VA, June 7.
10. **Radziwill**, N. M. & Benton, M.C. 2012: Agile Software Development and the Learning Organization. Invited Speaker, ASQ North Jersey Spring Quality Conference, April 5.
11. (Invited) **Radziwill**, N. M. 2011: Unplugged – Disconnected from Social Media. Social Media Summit 2011, Harrisburg University of Science and Technology, Harrisburg PA, September 14th.

12. (Invited) **Radziwill, N. M.** 2010: Make or Buy? A Value-Based Approach to TCO Analysis. Institute for Software Excellence, World Conference for Quality and Improvement (WCQI), St. Louis MO, May 26th.
13. **Radziwill, N. M.** 2010: The American Society for Quality Software Division 2010-2012. Presentation to IEEE SIG/ASQ Section 509, McLean VA, January 26.
14. **Radziwill, N. M.** 2009: The Executive's Guide to Software with EASE. Institute for Software Excellence, World Conference for Quality and Improvement (WCQI), Minneapolis MN, May 19th.
15. **Radziwill, N. M.**, 2009: Why Outer Space Needs Software Engineers. Presentation to Undergraduate and Graduate students at Howard University, Washington DC, April 8th.
16. **Radziwill, N.M.**, 2007: Invited speaker to the January 2007 American Society for Quality (ASQ) Section 1108 meeting, Waynesboro, VA. Topic: Quality Issues in Data Analysis.
17. **Radziwill, N.M.**, 2006: Quality Management in Astronomical Software Systems. One of four invited keynote speakers for Astronomical Data Analysis and Software Systems (ADASS) conference, Tucson, AZ.
18. **Radziwill, N. M.**, 2006: Quality Management, Telescope Operations and Data Quality. Main speaker for a joint session between the National Optical Astronomy Observatory (NOAO) and the National Solar Observatory (NSO) on Quality Issues, Tucson AZ (January 27).
19. **Radziwill, N. M.** and R. DuPlain, 2004: Quality Control at the Green Bank Telescope. Presented to the Shenandoah Section of the American Society for Quality (ASQ), Winchester, VA November 9, 2004.
20. **Radziwill, N. M.** and J. L. Gray, 2001: Intelligent Customer Relationship Management. INFORM 2001 conference, Las Vegas NV, April 8-12, 2001.

Workshops and Webinars Facilitated:

1. **Radziwill, N. M.**, 2017: Disruptive Technologies – Artificial Intelligence, Machine Learning, and Quality. ASQ Headquarters, September 14. Distributed to 80,000 recipients.
2. **Radziwill, N. M.**, 2017: An Introduction to Cybersecurity for Quality Professionals. Webinar, ASQ Innovation Division, May 8. 30 attendees.
3. **Radziwill, N. M.**, 2016: Industrial Neurodiversity and the Future of Quality Management. Webinar, ASQ Innovation Division, November 14. 15 attendees.
4. Kendrew, S., **Radziwill, N. M.**, & Chiozzi, G., 2014: Hack SPIE - Software and Cyberinfrastructure Hackathon for Astronomy. Montreal, Quebec (Canada), June 26.
5. Benton, M. C. & **Radziwill, N. M.**, 2013: Bringing the 10 Principles to the Classroom. Burning Man Project Headquarters, San Francisco CA, March 6. More information available at: <http://www.burningmanproject.org/2013/02/free-workshop-bringing-the-ten-principles-to-the-classroom#.USj2XqUsnng>
6. Benton, M. C. & **Radziwill, N. M.**, 2013: Less Work, Better Learning, More Fun! Effective Strategies for Teaching Without Grades. JMU Center for Faculty Innovation, Harrisonburg VA, May 6.

SERVICE

SERVICE TO UNIVERSITY/FACILITY

JMU

University

2016 & 2017	Judge, JMU Bluestone Hacks
2016	Expanding Your Horizons (EYH) conference Workshop Leader, “Birthday Card Factory: An Intro to Industrial Engineering”
2013-2014	Faculty Advisor, JMU Free Flow (Hoop and Poi Spinning Club)
2013-2014	Spirituality Dialogues (Wellness Passport Program) Facilitator
2012-2013	Spirituality Dialogues (Wellness Passport Program) Co-Chair and Facilitator
2013	Expanding Your Horizons (EYH) conference Workshop Leader, “Quality Tools for Problem Solving”
2013	Dingledine Scholarship Interviewer (alternate/completed training)
2012	Expanding Your Horizons (EYH) conference (to stimulate interest in STEM fields Among girls in grades 7-10), Workshop Leader, “Quality Tools for Problem Solving”
2011	Quality Enhancement Program (QEP) Implementation Consultant (Ad Hoc)
2011-2012	Spirituality Dialogues (Wellness Passport Program) Facilitator

College

2015-2016	College of Integrated Science and Engineering (CISE) Innovation, Collaboration, and Creativity (ICC) Task Force
2013-2014	Student Research Project Mentor, JMU-Loudoun County Schools Independent Science Research (ISR) program (ISAT 181)
2011-2012	New College (CISE) Steering Committee

Department

2017	Presented to STEM EAC, Accreditation Update and Program Review, October 13
2016	ISAT Simulation & Modeling Search (Rod Macdonald)
2016	ISAT Production Systems Search (Chair) – Hao Zhang
2016	ISAT Production Systems Search (Chair) – Rebecca Simmons
2015-2018	ISAT Promotion and Advancement Committee (PAC)
2015	GS/IA Programs, Faculty Hiring Committee (No Hire)
2013-2015	Assessment Committee, Member
2014	Participant, MS SERM APR Interviews
2014-2015	Assessment Day, Senior Exit Interviews Session Facilitator/Notetaker
2012-2013	ABET Accreditation Committee <i>Report selected by ABET for “Display of Well-Prepared Self-Study Reports at 2014 ABET Symposium” - high honor received by only 30 of total recipients</i> <i>Responsible for writing Section 2 (Program Educational Objectives) and Section 3 (Student Outcomes), devising continuous improvement reporting strategy, writing Continuous Improvement evidence in Section 4, and editing assessment reporting</i>
2011-2013	ISAT Information & Knowledge Management (IKM) Academic Team Lead
2012-2013	IA Program, Faculty Hiring Committee (S. Marron, E. Reid)
2011	ISAT Telecom Program, Faculty Hiring Committee (S. El-Tawab)
2011-2012	JMU ISAT Master’s Program, Interim Admissions Committee
2011	Quality Enhancement Program (QEP) Proposal Reviewer (Ad Hoc)
2011	ISAT Intelligence Analysis Program, Faculty Hiring Committee (T. Walton)
2009-present	ISAT Information & Knowledge Management (IKM) Academic Team, Member
2009-present	ISAT Social Context Academic Team, Member
2009-present	ISAT Foundations Committee, Member

National Radio Astronomy Observatory (NRAO)

2009	Member, Search Committee, Assistant Dir. for Program Management (NRAO)
2007	Chair, Search Committee, Chief Information Officer (NRAO)
2006 – 2009	Diversity Committee, National Radio Astronomy Observatory
2004	Expanded Very Large Array (EVLA) Design Review, Panel Member
2003	Chair, NRAO Observatory Computing Council
2003-2005	Founding Member, GBT Project Planning & Change Control Committee

SERVICE TO PROFESSION**Journals**

2017 – pres.	Editor, <i>Software Quality Professional (SQP)</i>
2017 – pres.	Reviewer, <i>Data Science Journal</i>
2016 - pres.	Associate Editor, <i>Quality Approaches in Education (QAE)</i>
2017 – pres.	Editorial Review Board, <i>Journal of Quality Management Systems, Applied Engineering, and Technology Management (JoQAT)</i>
2014 - 2015	Associate Editor, <i>Journal of Astronomical Telescopes, Instruments, and Systems (JATIS)</i>
2013 - pres.	Book Review Editor, <i>Quality Management Journal (QMJ)</i>
2012 - pres.	Editorial Review Board, <i>Quality Management Journal (QMJ)</i>
2012 – pres.	Editorial Review Board, <i>Journal of Technology Management and Applied Engineering (JTMAE)</i>
2011 – 2015	Editorial Review Board, <i>Quality Approaches in Higher Education (QAHE)</i>
2007 – 2016	Editorial Review Board, <i>Software Quality Professional (SQP)</i>
2009 – 2012	Editorial Review Board, <i>Journal of Industrial Technology (JIT)</i>

Standards/Body of Knowledge (BOK) Development

2013-2014	Advisor, development of ASQ Social Responsibility Body of Knowledge (BOK)
2011	Ad Hoc Reviewer, IEEE P730 Standard for Software Quality Assurance
2009	International Organization for Standardization (ISO) 26000 Standard for Social Responsibility, U.S. Technical Advisory Group (TAG), SSRO (Services and Research Organizations) Division Member

Course/Textbook Development

2017	Reviewer, <i>Diversity in the University</i> by Peter Guarnaccia (Peter Lang Publishers)
2017	Reviewer, <i>Word Strings</i> by Thomas Manning (Peter Lang Publishers)
2017	Reviewer, <i>Production and Operations Analysis and Control</i> by Susmita Bandyopadhyay, CRC Press
2014	Chapter Editor, <i>Lean Six Sigma Approaches in Manufacturing, Services, and Production</i> by Edem Tetteh (Ed.), IGI Global
2013-2014	Test Bank Question Developer, W.H. Freeman Co., <i>Statistics in Practice</i> by David Moore (textbook)
2013	Reviewer, W.H. Freeman Co., <i>Basic Practice of Statistics</i> by David Moore (textbook)

Quality Awards Programs*National*

- 2015 Judge, ASQ Performance and Recognition (PAR) Innovation Award
 2009-2010 Examiner, Malcolm Baldrige National Quality Award (MBNQA), administered by the National Institute of Standards and Technology (NIST); appointed by the U.S. Department of Commerce

International

- 2017 Judge, ASQ Innovation Award for United Arab Emirates (UAE)
 2011 Preliminary Round Judge, ASQ International Team Excellence Award (ITEA)
 2008 Preliminary Round Judge, ASQ International Team Excellence Award (ITEA)

Confidential Grant Review Panels (Invited)

Since 2007, I have served on over 20 review panels for proposals and facilities ranging from \$2M to \$500M a year for the following organizations and agencies: National Science Foundation (NSF) Advanced Computing Infrastructure (ACI), NSF Office of Cyberinfrastructure (OCI), NSF Astronomy & Astrophysics (AST), Atacama Large Millimeter Array (ALMA), Fermi National Accelerator Lab (FNAL), National Ecological Observatory Network (NEON)

Technical & Management Review Panels (Invited)

- 2009 Chair, National Ecological Observation Network (NEON) Cyberinfrastructure
 2004 Atacama Large Millimeter Array (ALMA) telescope operations review panel
 2003 Atacama Large Millimeter Array (ALMA) telescope computing review panel

Conference Program Committees (Technical Reviewer)

- 2015 Technical Program Committee (TPC), American Society for Quality (ASQ) World Conference on Quality and Improvement (WCQI), Nashville TN
 2014 Program Chair, SPIE 2014, Software and Cyberinfrastructure for Astronomy
 2012 Program Chair, SPIE 2012, Software and Cyberinfrastructure for Astronomy
 2012 Program Committee/Referee, SPIE 2012, Observatory Operations
 2012 Technical Program Committee (TPC), American Society for Quality (ASQ) World Conference on Quality and Improvement (WCQI), Anaheim CA
 2011 Chair, Management Track, Association for Technology Management and Applied Engineering (ATMAE) Annual Conference, Panama City FL
 2010 Technical Program Committee (TPC), American Society for Quality (ASQ) World Conference on Quality and Improvement (WCQI), St. Louis MO
 2010 Chair, Management Track, Association for Technology Management and Applied Engineering (ATMAE) Annual Conference, Panama City FL
 2010 Program Chair, SPIE 2010, Software and Cyberinfrastructure for Astronomy
 2010 Program Committee/Referee, SPIE 2010, Observatory Operations
 2008 Program Chair, SPIE 2008, Advanced Software and Control
 2008 Program Committee/ Referee, SPIE 2008, Observatory Operations
 2006 Program Committee/Referee, SPIE 2006, Advanced Software and Control

Conference Program Committees (Non-Reviewer)

- 2009 Program Organizing Committee, Astronomical Data Analysis & Software (ADASS)
 2009 Marketing Chair, International Conference on Software Quality (ICSQ)

2008 Marketing Chair, 4th World Congress for Software Quality (WCSQ)

Service to Professional Organizations

American Society for Quality (ASQ)

2014-pres Newsletter Editor, Innovation Division
2012-2013 Vice Chair, ASQ Innovation and Value Creation (IVC) Technical Committee
2012 Audit Committee Chair, Software Division
2011 ASQ Innovation and Value Creation (IVC) Technical Committee
2011 Chief Proctor, Section 1108, ASQ Certification Exams (Dec. 3)
2011-2012 Young Quality Professionals (YQP) Advisory Board
2009-2011 Chair, Software Division (Elected)
2010 Newsletter Editor, Software Division
2008-2009 Chair-Elect, Software Division (~4000 members)
2008 Strategic Planning Chair, Software Division
2006-2008 Software Division Regional Councilor (Mid-Atlantic Region 11)

Association of Technology Management & Applied Engineering (ATMAE)

2010-2012 Vice President (Elected), Management Division
2009-2010 Interim Vice President (Elected), Management Division

Other

2009 TeraGrid Science Advisory Board (SAB) meeting, Panelist, December 2009
2008 Co-Chair, Innovation Group, Network Roundtable at the University of Virginia

SERVICE TO COMMUNITY & SOCIETY

Local and Regional

2012 Charlottesville Business Innovation Council (CBIC), Annual Tech Tour Guide, Buford Middle School
2011 Charlottesville Business Innovation Council (CBIC), Annual Tech Tour Guide, Buckingham (Co.) High School

National Cyberinfrastructure

2011 "Managing Cyberinfrastructure Centers" Workshop, University of Georgia Terry College of Business, Athens GA, October 6-8

Service Learning Projects

2013 Commercial Metals Company (New Market)
2013 Harrisonburg-Rockingham CSA
2013 Harrisonburg Dept. of Social Services
2012 Small Business Development Center I
2012 Small Business Development Center II
2012 Shenandoah Caverns

PRESS

About *The Burning Mind Project* (<http://burningmindproject.org>) with Morgan Benton:

- March 7, 2013: "Why the 10 Principles? Because You Never Change the World the Same Way Twice" Retrieved from <http://blog.burningman.com/2013/03/afield-in-the-world/why-the-10-principles-because-you-never-change-the-world-the-same-way-twice/>
- March 1, 2013: "Burning Nerds - Ideology Subsumed?" Retrieved from <http://burners.me/2013/03/01/burning-nerds-ideology-subsumed>
- February 26, 2013: "Burning Man Should Treat Academia the Way it Does Commercialization" Retrieved from <http://blog.burningman.com/2013/02/uncategorized/academia-commercialization/>

About *Nicole's Students*:

- Filiaggi, J., 2013 (April 8): ISAT Students Create Website, Hope to Replace Clickers. The Breeze. http://www.breezejmu.org/life/article_df890464-9feb-11e2-828e-001a4bcf6878.html

About *Nicole*:

- Rottenberg, J. (2014): *The Depths: The Evolutionary Origins of the Depression Epidemic*. Basic Books: New York, NY. *Jon worked with me for 10 months in 2010 and 2011 to understand my case, which contributed to his research and became a story in his book.*
- Stalder, E., 2013 (April 24): Can't Stop Checking Your Phone? Read This. Refinery29.com (SF Bay Area women's magazine; 30 million readers annually). <http://www.refinery29.com/technology-addiction?page=1>
- Wall Street Journal *MarketWatch*, 2013 (January 8): 25 Leaders of the Quality Movement Named ASQ Fellows. <http://www.marketwatch.com/story/25-leaders-of-the-quality-movement-named-asq-fellows-2013-01-08>
- Rutherford, S., 2012 (December 29): 2012 Curious Cat Management Review Carnival Part 4 (review of Nicole's Quality and Innovation blog). http://srlean6.blogspot.com/2012/12/2012-curious-cat-management-review_29.html
- Lima, Claudia de Castro, 2012: VIP (Brazilian Men's Magazine) - Improving Your Relationship with Technology.
- Arceo-Negrich, A., 2011: Indiana State doctoral graduate named one of "40 New Voices of Quality". ISU Office of Communications and Marketing. <http://www.indstate.edu/news/news.php?newsid=2982>
- ASQ Influential Voices (official web site): <http://asq.org/voice-of-quality/>
- American Society for Quality (ASQ), 2011 (November): The New Voices of Quality. <http://asq.org/qualityprogress/tools-resources/new-voices-of-quality/index.html>
- American Society for Quality (ASQ), 2010 (November): Process Mapping Software – The First Steps. *ASQ Weekly*. November 10. Expert Interview, available from ASQ Media Room or http://nicoleradziwill.com/portfolio/ASQWeekly_ProcMapping.pdf
- Williams, K., 2010: Physical Science: Learning through Teaching. *The Bluestone*, p. 204. Available at http://nicoleradziwill.com/portfolio/Williams_RadzGSCI10.pdf