

Bob Haines, PhD

Senior Consultant

Peregrine Integrated Management



Key Positions

Quality Manager

Lead Auditor

Quality Coordinator

Director of Quality

Lead Examiner, Arkansas
Governor's Quality Award

Panel of Judges, Arkansas
Governor's Quality Award

Education

MS in Industrial &
Organizational
Psychology, Capella
University

PhD in Industrial &
Organizational
Psychology, Capella
University

Certifications

Six Sigma Green Belt
ISO 9001
Total Quality Management

I am currently a Quality Manager for an online teaching modality, a consultant in the areas of quality and training/education, and an adjunct professor for classroom and various online modalities and courses. I have nearly 30 years in the transportation industry in both international and domestic settings, including commercial airlines, corporate aviation, and the trucking industry. My quality experience includes the implementation of ISO 9001 quality systems, Total Quality Management, and Continuous Improvement Programs, serving as an auditor, lead auditor, instructor, Six Sigma Green Belt, Quality Coordinator, and Director of Quality. I am also a lead examiner for the Arkansas Governor's Quality Award Program, a consultant to the Arkansas Institute for Performance Excellence, a Malcolm Baldrige-based quality program, and an active consultant with Peregrine Integrated Management, Inc.

I hold both master of science and doctorate degrees in Industrial/Organizational Psychology from Capella University, focusing on learning styles, motivation/behavior, and adult learning in my studies and research. I teach or have taught undergraduate and graduate research, psychology, and assorted aviation science courses for multiple universities. I have also chaired more than 15 Graduate Research Project committees, working with learners on a variety of aviation-related research projects and methodologies. As a faculty reviewer for the American Council on Education in Washington, DC, I have worked on both military and corporate training programs and have also served on the Advisory Council for the American Council on Education's College Credit Recommendation Service, including two terms as Committee Chair. My training experience includes technical, regulatory, quality, compliance, and interpersonal areas.

I am a previous member of the Arkansas Trucking Association, having served on the Maintenance & Technology and Safety Management Councils and a member of the American Psychological Association; the Society for Industrial/Organizational Psychology; the Association for Aviation Psychology, and the Human Factors and Ergonomics Society. I also had the opportunity to participate in LeadAR Class 14, the international leadership program of the University of Arkansas' Department of Agriculture Cooperative Extension Service. I am currently serving as the chairman of the Board of Directors for the Arkansas Association of LeadAR Alumni, having served two terms as secretary in previous years.

My publication credits include multiple aviation trade publications in the areas of quality, psychology, and aircraft maintenance; peer-reviewed journals in the area of learning styles; and the proceedings from several conferences and seminars. I have presented at the Professional Aviation Maintenance Association Trade Show in Long Beach, CA; the Aviation Services and Suppliers Supershow in Las Vegas, NV; European Association of International Education in Tampere, Finland; the Arkansas Department of Aeronautics Inspection Authorization Conference in Jacksonville, AR; Dassault Falcon Maintenance and Operations Conference in Monte Carlo, Monaco; and the International Deming Research Seminar in New York City.

My wife, Beverley, and I have been married more than 23 years and we have four children