

College Address

Conestoga College Institute of Technology and Advanced Learning,
Downtown Kitchener Campus
49 Fredrick Street,
Kitchener, ON N2H 6M7

Cell phone: 416-473-6804

EDUCATION

Degrees

- 2024 – in progress** **Professional Master of Education (PMEd)**, Global Education, candidate
Queens University, Kingston, ON.
Thesis: *TBD*
Supervisor: TBD
- 2017** **Master of Peace and Conflict Studies (MPACS)**,
Conrad Grebel University College @ University of Waterloo, Waterloo, ON.
Thesis: *How Deep is the Mud: It Depends on Who You Ask?*
Supervisor: Dr. Jennifer Ball
- 2010** **Master of Laws (LLM)**, specialization in Alternative Dispute Resolution,
Osgoode Hall Law School, Toronto, ON.
Project: *Restorative Justice, Youth Justice, Peace Circles Training Manual*
Supervisor: Leslie McLeod
- 2005** **Bachelor of Commerce (BCom.)**,
York University, Toronto, ON
Major: Business Administration

Certificates and Diplomas

- 2023** **Circular Economy and Sustainability Certificate**,
University of Cambridge, Judge School of Business.
- 2022** **Post Secondary Teaching Certificate**,
Conestoga College Institute of Technology and Advanced Learning.
- 2021** **Carbon Literacy Standard Certificate**,
Carbon Literacy Trust.
- 2020** **Lean Six Sigma Greenbelt**,
Desautels Faculty of Management, McGill University.
- 2006** **Dispute Resolution Certificate**,
York University.
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PROFESSIONAL CERTIFICATIONS

- 2023** **Certified International Negotiator™ (CIN),**
Chartered Institute of Professional Certifications.
- 2018** **Chartered Associate Project Manager (CAPM),**
Project Management Institute.
- 2016** **Chartered Manager (CMgr.),**
Canadian Institute of Management.
- 2010** **Certified Supply Chain Management Professional (CSCMP),**
Supply Chain Management Association of Ontario
- 2010** **Qualified Mediator (QMed.),**
Alternative Dispute Resolution Institute of Ontario.
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INDUSTRY WORK EXPERIENCE

- 2018 – present** **Conflict Engagement and Intervention Services Inc.**
Director
- CEIS Inc. works in a consulting and interim capacity to help companies facing changing competitive headwinds and market disruption in high growth, recovery, and turnaround situations balanced with leveraging tailwinds to maximize outcomes and championing fiscal spend discipline throughout the supply chain.
 - Engagements include spend savings initiatives, global sourcing, capital equipment purchasing, supply chain processes, distribution system, warehouse operations, not-for-profit partnership development, and office and move management. Industries include food processing manufacturing, general merchandise - retail, not-for-profit, and real estate.
- 1998 – 2018** **Sobeys Inc.**
Sobeys is a \$24.6 billion Canadian grocery retail chain operating 1,500 stores and twenty-six distribution centers in all ten provinces under retail banners, including Sobeys, Safeway, IGA, Foodland, FreshCo, Thrifty Foods, Needs, Lawton's Drug Stores, and 350 retail fuel locations. Sobeys and its franchise affiliates employ more than 125,000 people.
- Vice President, Indirect Sourcing and Procurement (2002 – 2018)**
- four direct staff, fifty staff across Canada, \$75M+ Capital Expenditure, \$1 billion+ Operation Expense, \$50M Revenue Budget, \$17M Profit & Loss.
 - Accountable for driving the sourcing, procurement, people, and process strategies for a broad range of customer-facing (retail) and non-customer-facing (expense) categories.
- Senior Director Procurement – Retail Brands (2001 – 2002)**
(Prior roles: **Director Procurement – Retail Brands; Business Director – Retail Brands | 1998 – 2001**)
- Monitored procurement managers assigned to each business unit team to enforce competitive cost negotiations to meet demanding targets and support the retail strategy across multiple retail and wholesale operations sectors.

Prior Appointments:

Procurement Manager , Agora Foods Merchants	(1997 – 1998)
Manager – Market Development , Horizon International	(1995 – 1997)
Category Manager , Pharma Plus Drugmarts	(1991 – 1995)
Buyer & Operations Management , Kent Drugs Ltd.	(1980 – 1991)
Store Management , Towers Department Stores	(1979 – 1980)

TEACHING EXPERIENCE

- 2019 – present** **Professor**, Conestoga College Institute of Technology and Advanced Learning, Kitchener, ON.
- *Strategic Global Business Management Post Graduate Certificate*
Course Titles:
 - Managing Business Performance (BUS8610)
 - Sustainable Business Management (MGMT8420)
 - E-Commerce (BUS8570)
 - Organizational Behaviour (BUS8020)
 - Global Perspectives (MGMT8110)
 - Global Supply Chain Management (OPER 8340)
 - *Cross-over certificates and diplomas*
Course Titles:
 - CSR and Sustainability (BUS2180)
 - Organizational Behaviour (BUS1021)
 - Global Business Management Capstone (BUS8350)
 - Introduction to Supply Chain (OPER1160)
 - Design, evaluate, and validate program and course learning outcomes.
 - Ensure program and course curriculum are current, relevant, and reflective of best practices in the field.
 - Create and maintain a positive learning environment that supports the diversity of students' cultures, educational backgrounds, and learning styles.
- 2018 – 2019** **Instructor**, Humber College Institute of Technology and Advance Learning, Toronto, ON.
- Facilitated a variety of supply chain courses to meet the requirements for the professional supply chain management designation of Certified Supply Chain Management Professional
- 2017 – 2018** **Instructor**, Seneca Polytechnic College, Toronto, ON.
- Facilitated a variety of supply chain courses to meet the requirements for the professional supply chain management designation of Certified Supply Chain Management Professional.
- 2016 – 2017** **Teaching Assistant**, University of Waterloo, Waterloo, ON.
- Strategy and Program Integration (ARBUS400) – Level 400 (fourth year)
 - Supported the Professor in coordinating class presentations, facilitating group work, grading, and student feedback.

- 2014 – 2016** **Instructor and Developer**, Conflict Engagement & Intervention Services, Toronto, ON.
- Conflict Management: Concepts, Content and Contacts
 - Mediation Advocacy
 - Developed and delivered 2-day training sessions in conflict and mediation.
 - Accredited for Professional Development credits as part of completing the Certified Supply Chain Manager Certification
- 2011 – 2015** **Coaching & Teaching**, Queens University, Kingston, ON.
- Industrial Relations Centre, Dispute Resolution Course
 - Answered case-related questions to clear up confusion, process-related questions, such as timing or tasks, offer examples of what other parties have done from your direct experience and offer specific feedback.
- 2009 - 2010** **Supervision, Small Claims Court**, Osgoode Hall Law School, Toronto, ON.
- Lawyer as Negotiator Course
 - Answered case-related questions to clear up confusion, process-related questions, such as timing or tasks, offer examples of what other parties have done from your direct experience and offer specific feedback.
- 2009 – 2010** **Coaching & Teaching**, Osgoode Hall Law School, Toronto, ON.
- Lawyer as Negotiator Course
 - Supervised and advised students in live mediation sessions at small claims court, offering support and advice.
 - Attended classes to coordinate and teach negotiation using cases with the teaching team.
- 2007 - 2009** **Coaching & Teaching**, York University, Toronto, ON.
- Dispute Resolution Course Certificate
 - Answered case-related questions to clear up confusion, process-related questions, such as timing or tasks, offer examples of what other parties have done from your direct experience and offer specific feedback.

RESEARCH EXPERIENCE

- 2024** **Presentation**, Conestoga College Institute of Technology and Advance Learning
Title: *Building Sustainability in Curriculum: The Piedmont Ponderosa Model and Stories from the Front Line* (with Dr. Geoff Chase),
Employees Excellence in Education (E3).
- 2022** **Presentation**, Conestoga College Institute of Technology and Advance Learning
Title: *Sustainable Procurement: Definitions, Practices and Guidelines* (with Laura Matheson, Marlon Nangle, Perian Tebbutt),
Employees Excellence in Education (E3).
- 2024** **Applied Research**, Conestoga College Institute of Technology and Advance Learning
- Examined Sustainable Procurement Practices in the college public sector.
 - Developed a college-wide sustainable procurement guideline document.
 - Created a supplier sustainability questionnaire to assess supplier-based sustainability practices.

Michael Quartermain
mquartermain@conestogac.on.ca

- 2023** **Publication, Non-Peer- Reviewed**
Quartermain, M. (2023). *Help Students Build Dispute Resolution Skills for Group Work*.
Conestoga College Faculty Learning Hub.
- 2023** **Publication, Non-Peer- Reviewed**
Quartermain, M. (2023). *Teaching for Tomorrow: Evolving Practices for the 21st Century*.
Conestoga College Faculty Learning Hub.
- 2022** **Presentation, Conestoga College Institute of Technology and Advance Learning**
Title: *Climate Change and Carbon Literacy* (with Laura Matheson),
Employees Excellence in Education (E3).
- 2020** **Publication, Non-Peer- Reviewed**
Quartermain, M. (2022). *Teaching the Leaders of Tomorrow*. Spectrum, Cambridge
Chamber of Commerce. (p.17).
- 2020** **Publication, Non-Peer- Reviewed**
Quartermain, M. (2020). *Supply Chain Vulnerability, Visibility; Building a Competitive Advantage*.
Canadian Manager; Spring 2020 (p.30 – 32).
- 2020** **Publication, Non-Peer- Reviewed**
Quartermain, M. (2020) *Supply Chain; Vulnerability, Visibility, and Value*. Supply Chain
Canada e-Connect.
- 2017** **Graduate Research, Conrad Grebel University College @ University of Waterloo,**
How Deep is the Mud? It depends on who you ask.
 - Master’s research paper examined what makes individuals different from each other,
given that we all live in the same world, communities, and families.
- 2016** **Presentation, Peel Regional Council**
Title: *Transportation Demand Planning*.
- 2012** **Presentation, Wilfrid Laurier University,**
Title: *Importance of Soft Skills Beyond Technical Competency*,
School of Business and Economics, Supply Chain Management
Speaker Series.
- 2012** **Presentation, Ontario Institute of Purchasing Management Association**
Title: *Importance of Soft Skills Beyond Technical Competency*, 15th Annual
Conference.
- 2011** **Presentation, Canadian Stewardship Conference**
Title: *A Grocer’s View on Stewardship*.
- 2009 – 2010** **Graduate Research, Osgoode Hall Law School, University of Toronto**
The Master’s project examined restorative justice practices around youth justice and
peace circles as part of court diversion programs.
 - Wrote a training manual and supporting Compact Disc document files for Peace
Builders International Youth Justice Peace Circle Court Diversion Program.

ACADEMIC SERVICE

- 2023 – present** Coordinator - Sustainability Speaker Series – Speaker coordination and promotion.
- Conestoga College Institute of Technology and Advanced Learning
- 2022 – present** Member, Principles for Responsible Management Education (PRME) – Working committee.
- Conestoga College Institute of Technology and Advanced Learning
- 2023 – present** Co-Chair, Joint Health, and Safety Committee – DTK Campus
- Conestoga College Institute of Technology and Advanced Learning
- 2019 – present** Faculty Providing Curriculum Guidance
- Conestoga College Institute of Technology and Advanced Learning
 - Sustainable Management (MGMT8420)
 - Managing Business Performance (BUS8610)
- 2019 – present** Course Curriculum Development
- Conestoga College Institute of Technology and Advanced Learning
 - Managing Business Performance (BUS8610)
 - Sustainable Management (MGMT8420)
 - E-commerce (BUS8570)
 - CSR & Sustainability (BUS2180)
 - Carbon Literacy – Micro-credential

PROFESSIONAL DEVELOPMENT

- 2024** **Piedmont Ponderosa Model of Faculty Development**
Association for Advancement of Sustainability in Higher Education (AASHE).
- 2023** **Blue Ocean Practical Strategy and Leadership, Certificate**
Blue Ocean Academy.
- 2023** **Mental Health First Aid Training**
Mental Health Commission of Canada.
- 2023** **Joint Health and Safety Committee Training Certification – Parts 1 and 2**
Ontario Ministry of Labour, Training and Skills Development.
- 2023** **Academic Integrity Micro-credential,**
Conestoga College Institute of Technology and Advanced Learning.
- 2022** **Business Analytics for Supply Chain,**
Supply Chain Management Association of Ontario and DBi.
- 2022** **EnRoads Climate Simulation Ambassador Camp**
Climate Interactive, MIT Sloan.
- 2021** **Canadian Law Certificate**
Procurement Law Office.
- 2021** **Intercultural Practices Micro-credential,**
Conestoga College Institute of Technology and Advanced Learning.

- 2018** **Ontario Human Rights Commission, Working Together,**
Ontario Human Rights Commission.
- 2017** **Personality Dimensions,**
Conrad Grebel University College @ the University of Waterloo.
- 2016** **Conflict Coaching Skills,**
Conrad Grebel University College @ the University of Waterloo.
- 2014** **Great Manager Program,**
Gallup Consulting Group.
- 2013** **Practical Ethics for Working Mediators**
Alternative Dispute Resolution Institute of Ontario.
- 2013** **Facilitation Skills**
Conrad Grebel University College @ University of Waterloo
- 2008** **InsideOut Coaching Certification™**
InsideOut Development.
- 2007** **Narrative Mediation**
Conrad Grebel University College @ University of Waterloo.
- 2006** **Mediation Certificate,**
Harvard Law School, Program of Instruction for Lawyers @ Program on Negotiation.
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PROFESSIONAL MEMBERSHIPS

- 2018 – present** Project Management Institute
- 2009 - present** Alternative Dispute Resolution Institute of Ontario
- 1997 – present** Supply Chain Management Association of Ontario
- 1992– present** Canadian Institute of Management
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COMMUNITY VOLUNTEER ACTIVITIES

- 2023** Judge - DECA, Regional Qualifiers, Area 1.
- 2016 – 2020** Board of Directors - Supply Chain Canada, Ontario Institute.
- 2011 – 2014** Community Member, Board of Directors - York Central Hospital (McKenzie Health).
- 2008 – 2012** Lead Peace Circle Facilitator - Peace Builders International (Canada).
- 1984 - 1985** Volunteer Fire Fighter, City of Kanata.
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HONOURS AND RECOGNITIONS

2022 - 2023

Marquis Who's Who Biographical Registry

New York, New York, USA.

- Recognized as a supply chain expert and professor.



2023

Marquis Who's Who Publication Board, Top Professionals - Education

New York, New York, USA

- Recognized as a Top Educator for achieving and demonstrating unwavering excellence in their chosen field.



2016

International Federation of Purchasing and Supply Management (IFPSM)

- Recognition for meeting the global standard in purchasing and supply chain management.