



### Andrea Stucken

Born: 20. October 1963

#### Qualification

- European Excellence Assessor (EFQM)

#### Present function

- Managing Partner of IBK Management Solutions GmbH

#### Core competence Senior Software Expert and EFQM Assessor

#### Other competencies

#### Publications

#### Languages

#### Computer literacy

- TQM/Learning Organisation
- Development of software support tools at IBK for the EFQM Excellence Model, satisfaction survey tools, Balanced Q-Card and bespoke customer solutions
- SW development in numerous EU research project
- EFQM European Excellence Assessor
- Head of SW development for all GOA tools
- Co-author of several EFQM based publications
- German (native speaker)
- English (very good)
- Italian (good)
- Unix/C
- Assembler/Cobol
- Adabas/Natural 2
- MS Access/SQL
- MS Visual Studio .Net
- MS ASP/PHP/HTML/Javascript
- MS Office Application Programming

#### Work

since 2002	Managing Partner of IBK Management Solutions GmbH
1997 - 2002	Authorised Officer of IBK System- & Softwarehaus GmbH
1997 - 2001	Non-executive board director of SFI & Radical Media (PT, ISD Holding)
1995 - 1997	Siemens München – head of logistics Repair & Return Service (Mobile Networks)
1982 - 1995	Siemens München – software development for diverse business units

#### EU project activities

since 2002	Supporting a eight EU Projects on TQM with GOA software development
1997 - 2002	Representing IBK software development in four EU research projects. Work experiences through partners and projects in Austria, Check Republic, Denmark, Finland, England, Italy, Liechtenstein, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Switzerland & USA

#### Other activities

since 2009	EFQM Excellence Assessor
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#### Vocational Education

1980-1982	Full-time vocational school "Siemens Technik Akademie München"
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Wiesbaden, 28/04/2012