**Biography: John Carlson, C.D., P.Eng.**

Born in Barrie Ontario in 1948, John earned his Bachelor of Engineering (Mechanical) from The Royal Military College of Canada, and his Masters of Business Administration from Queen’s University, Kingston. The Government of Canada awarded him the Canadian Decoration and The Special Service Medal for his service in the Canadian Armed Forces and NATO between 1965 and 1977. In 1978, Queen’s awarded John the DI McLeod Scholarship for academic excellence and followed that with a DI McLeod Fellowship. In addition to his studies, John was an assistant coach to the Vanier Cup winning 1978 Golden Gaels (football), and an active participant in the Queen’s Small Business Consulting Programme.

From 1979 to 1991, Mr. Carlson contributed to several companies in various production, operations, sales, and business management capacities. With Alcan, he successfully introduced the aluminum can into Canada. As Director of Marketing for Domtar Packaging, he added the “Fourth Dimension” to the company’s sales and marketing approach. As Vice President of Sales for ACF Flexible Packaging, John developed key account management and added the challenging pharmaceutical and healthcare market to the client base.

In 1991 John joined ABB as Vice President Major Accounts, Mining and Metals. In January 1992 he was appointed Executive Vice President of ABB Canada and President of the Industrial and Business Systems Segment. Under his leadership, this business tripled its revenue to over $200 million and transformed itself into a profitable business comprising 550 people organized into eight operating units. These units served the Americas’ automotive and process industries with robotics, drives, automation, motors, instrumentation, and other high tech products, systems and services. In 1995, John was asked to outline his innovative Customer Complaint Resolution Process to the ABB Top Management Forum. This Canadian continuous improvement initiative has since become the ABB world standard. He was the guest speaker welcoming the delegates to the ABB World Workshop for Automation Service Managers where he spoke about learning and creating knowledge in the high tech workplace.

Under his leadership and strategic guidance, the businesses enjoyed sustained growth in both sales and profitability as the teams continued to improve their understanding of customers’ needs and to augment their abilities to deliver profitable, quality solutions. Key initiatives in improving the alignment of employees, implementing an effective change process, and improving the performance management system proved to be rewarding in terms of both profit for the company and job satisfaction for the many dedicated professionals working and learning together. The Business Units fostered long term, mutually beneficial relationships with chosen customers. During the awards ceremony at an annual Symposium, the CEO for the Americas formally recognized John and his team for performance and consistency.

By invitation, Mr. Carlson has spoken on behalf of ABB at The Conference Board of Canada, Queen’s University MBA for Science and Technology, the Queen’s University Commerce Programme, and The McGill International Symposium on Growth. He served for several years as a judge at the Concordia University International MBA Case Competition. Mr. Carlson was Vice President and a Director of the Canadian Process Control Association. He served as Director or Chairman on several ABB Boards. He was Director for ABB-Olofstrom, the $100 million ABB-Volvo Joint Venture. He recently completed 10 years of service to his home community as Chair and Governor on the Board of L&A County General Hospital. He served for two terms as an elected member of the Queen’s University Council. He is also a Director of the Queen’s Engineering Society Board and served for 5 years as the Chair of the Bishop’s “Task Force on Leadership” for the Diocese of Ontario.

In 1998 the ABB Industry Segment completed its seventh consecutive year of profit growth, its 18th consecutive quarter of positive cash contribution. In early 1999, John joined a dynamic, privately held company, Glegg Water Conditioning, as Senior VP Operations to prepare the company for IPO or sale. The company surpassed revenue and shipment budgets by 30% while dramatically improving delivery performance and reducing lead-time. General Electric purchased the company in late 1999.

John returned to both his alma maters in 2000 to share his wealth of experience with business students. At Queen’s, John has contributed to Commerce, EMBA and MBAST programmes, primarily in human resource management and marketing. At RMC, John taught business policy and statistics. John and his wife Alice enjoy downhill skiing and travel. Golf, hiking, SCUBA diving, and community involvement through active engagement with local boards add to the Carlsons’ lives.