



WSG 2001

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Dr. Dorothy Riddle, CMC, is a specialist in competitiveness issues for services firms, both domestic and export. She is President and CEO of Service-Growth Consultants, a small international management consulting firm headquartered in Vancouver, and has worked professionally in more than 40 countries including all but three of the APEC countries. Over the past 28 years, she has specialized in the factors that create success in services exporting as well as strategies for enhancing the international competitiveness of domestic service industries. She is the author of *A Business Guide to the General Agreement on Trade in Services*, *Innovating for Success in the Export of Services*, *Offshore Back Office Operations*, *Quality Assurance in Services*, *Service-Led Growth: The Role of the Service Sector in World Development*, and *Successful Services Exporting*.

Dr. Riddle was appointed by the Prime Minister as one of Canada's first three delegates to the APEC Business Advisory Council (ABAC), holding the small and medium enterprise portfolio for Canada. Dr. Riddle serves on the Board of Directors of the North-South Institute, as well as on the Economic Development Committee of the Vancouver Board of Trade. She is a member of Canada's Services Sectoral Advisory Group in International Trade and serves on Statistics Canada's Advisory Committee on Services Statistics. She is also a Registered ISO 9000 Specialist and was the founding Chair of the ISO 9000 Standing Committee of the Institute of Certified Management Consultants of Canada, is on the Governing Council of the Institute of Certified Management Consultants of British Columbia and was the founding Chair of the Alliance's Services Exporters' Committee. She holds a B.A., summa cum laude, from University of Colorado, an M.B.A. from University of Arizona, and a Ph.D. from Duke University and is listed in *Who's Who of American Women* as well as the *International Who's Who of Professionals*.