



**Dr. Ilse Ennsfellner, CMC**  
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Studies in Commercial Sciences at the University of Economics and Business Administration in Vienna; areas of concentration: insurance management and corporate culture

Since 1992 management and consulting for Quality Management projects in various companies

Implementation of Process Management systems in Austria, Middle and Eastern Europe, Middle East and Africa

Since 1996 self-employed management consultant operating in the fields of Quality Management, Process Management, Customer Relations Management and Project Management; foundation of Ennsfellner Consulting

Training and teaching at universities and universities of applied sciences on Quality Management, Process Management, Customer Relations Management and Project Management; speaker at Congresses both on national and international level, numerous publications

2001 Certification as “Certified Management Consultant (CMC)”, a world class standard of competence, ethics as well as knowledge of the code of professional conduct

Since 2004 Trustee of ICMCI, The International Council Of Management Consulting Institutes

Recognition as “Customers’ Certified Business Trainer”

Qualification as Mediator and registration in the list of Mediators controlled by the Austrian Ministry of Justice

Since 2005 Representative of the Austrian Professional Association for Management Consultants and Information Technology

Chair of the Vocational Education Committee of the Austrian Professional Association for Management Consultants and IT

Since 2007 Chair of the Lower Austrian Professional Association of Management Consultants and IT

Vice Chair of ICMCI, the International Council Of Management Consulting Institutes