



Rick DeCamp | Vice President, Product Development & Marketing

■ Profile

Rick DeCamp directs product development efforts and oversees marketing for Certified Security Solutions, Inc. (CSS). Rick has developed a streamlined process to capture intellectual property (IP) across a wide range of consulting engagements in order to build predictable, reliable, and scalable solution packages. CSS *Solution Packs* are built from an extensive knowledge base across a wide range of engagements that solve common business and technical problems. The *Solution Packs* allow CSS to respond quickly to pressing client issues. Clients report that their experiences with CSS packaged solutions have been superb.

In addition to product development, Rick has a deep passion for continuous improvement and spearheads the CSS Service Quality Assessment (SQA) program. Rick is skeptical of most customer satisfaction programs as they collect superficial information that fails to provide meaningful data for business improvement. As a result, Rick has adopted the Kano model for measuring engagement success. Our consulting organization has embraced SQA, which drives everyone in the company to deliver exciting quality for our clients. This program has had a profound impact on every aspect of CSS operations.

Rick has been with CSS since its inception and is a principal founder of the company. Rick has over 18 years of experience in business development, working with large global enterprises. He has successfully collaborated with clients in the automotive, aerospace, and financial service industries to improve their security posture. Prior to joining CSS, Rick was the North American Sales Director for CyberSafe Corporation. He joined CyberSafe in 1994, and was responsible for opening international, national, and regional markets.

Personal Highlights

- ▶ Rick resides in the Seattle, WA area and doesn't mind the cloudy days.
- ▶ A huge Seattle Mariners fan, Rick attends as many games as possible each summer.
- ▶ An avid golfer, Rick wishes he had time to apply continuous improvement techniques (practice) to reduce his handicap.
- ▶ He enjoys coaching his kids in little league sports and spending time with his family.

Related Links

- ▶ www.css-security.com/enterprisesolutions

Contact

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