



Marlene Sidon Professional Bio

Marlene Sidon, FACHE, is the Founder and Principal Consultant of Service Quality Solutions LLC. Marlene provides leadership development coaching, speaking, training, and consulting.

Marlene's work transforms the care experience for patients, providers, and teams by removing the barriers to their work, and making it easier and more meaningful for all.

Marlene has over 30 years of leadership experience in the Healthcare and Service Quality setting. Marlene's clinical experience is as a Registered Respiratory Therapist.

Marlene brings patient experience, team building, quality, and process improvement together to make work easier and joyful. Marlene has earned her certification as a Lean Six Sigma Black Belt LSSBB, and a Certified Patient Experience Professional, CPXP. Marlene has been an active American College of Healthcare Executive member and has served in key Board member roles with the local Georgia Chapter.

In her spare time, Marlene enjoys family time with her husband, children, and dogs. She is a gardener, loves nature, and enjoys playing the piano.