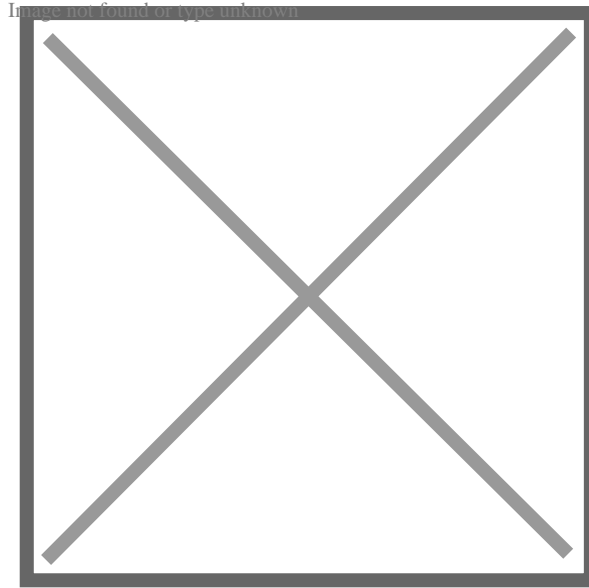


# TOM TRISDALE



Tom Trisdale is group vice president of quality for Toyota Motor North America (TMNA) where he is responsible for the development, deployment, and management of quality systems and policies along with product technical support and customer quality assurance within Toyota's North American operations.

Prior to this role, Trisdale served as vice president responsible for quality promotion, assurance and audit teams facilitating the quality management system for North America, customer satisfaction advancement, cross-functional quality targets, development materials quality, and warranty operations.

Trisdale joined Toyota in 1993 as a curriculum developer in Toyota's technical training department. Over the course of his career with Toyota, he has served in several roles including after-sales support, product quality assurance, service campaign and recall administration, service technology and information, diagnostics and repair systems development, and quality data management.

He holds a Bachelor of Science degree in automotive technology and business operations and a master's degree in education from Montana State University-Northern. Trisdale serves as a director for the Toyota USA Foundation Board and the National Institute for Automotive Service Excellence.