

# INSIDE BUSINESS



## KRISTIN J. ARNOLD, 39

*President, Quality Process Consultants Inc.*

Kristin Arnold has invested thousands – literally – to demonstrate her belief that downtown Hampton has the ideal character and potential to attract business. In 1997, she relocated her business to 48 W. Queens Way into a building she rescued from the wrecking ball, moved down the street and renovated into her present offices.

"I was the start of a growing trend of businesses moving into downtown Hampton," Arnold said. Her community involvement reflects enthusiasm for Hampton: She has been active with the Downtown Hampton Development Partnership since 1997, serving on the marketing and physical environment committees, as vice president and as incoming president of its executive board in 2000-2001.

A graduate of the U.S. Coast Guard Academy, Arnold developed the idea for her company 10 years ago while serving in the U.S. Coast Guard. She has left active duty but remains a lieutenant commander in the Coast Guard Reserve.

QPC Inc. specializes in facilitating teams, training facilitators and speaking professionally. Teamwork is an essential skill for a successful business, Arnold said. But setting aside personal agendas to work as a team "is not a behavior you're born with. It's a learned skill."

Arnold is also a former board member of the American Red Cross, Hampton Roads chapter, and writes a biweekly column in *The Daily Press* on the power of teamwork.

