**Kathleen Gosser, Ph.D.**

Kathy is an Assistant Professor and the Director of the Yum! Center for Global Franchise Excellence in the College of Business. She retired from KFC (YUM! Brands) in August of 2019 after a 35-year career. She immediately started a new role teaching at the University of Louisville (College of Business), leveraging her experience in learning and franchising. She co-created and now leads the Franchise Management Certificates, which are online programs focused on all the critical elements of franchising. The content is available at the Graduate level, non-credit Executive Education, and now in the Undergraduate Bachelor of Business Administration degree. Kathy also teaches undergraduate courses in the Management Department.

At KFC/YUM, Kathy enjoyed numerous roles throughout her career including the leadership of customer satisfaction programs, operations measurement, recognition programs, restaurant operations (P&L responsibility), training, and team member engagement efforts across the KFC US restaurants. Six of her years were spent leading operations efforts for YUM globally with the other brands (Taco Bell and Pizza Hut). Her last role was director of Learning & Organizational Development and Board Chair of the KFC Foundation (funded by franchisees).

Kathy earned her Ph.D. in Educational Leadership and Organizational Development from the University of Louisville, her MBA from U of L, and her B.A. in Journalism from Indiana University.