

Areas of Technical Knowledge and Experience

Lean 6 Sigma	SAE AS 9100 (Rev. D)	Quality System Auditing
ISO 13053-1 (Six Sigma)	SAE AS 9102B (FAI)	NTEP VCAP Auditing
ISO 13053-2 (Six Sigma)	SAE AS 9146 (FOD)	Supplier Assessments
5S & Visual Management	SAE AS 5553A	Value Assessments
Process Mapping (VSMs,	SAE AS 6081	Flowcharting (ISO 5807)
SIPOC & Turtle Charts)	SAE AS 6174A	Online DQS development
Continuous Flow Mfg.	SAE AS 9101 (Rev. F)	Technical Writing
Single-Piece Flow Mfg.	SAE AS 9104/1	Effective Presentation
System Implementation	ISO / IEC 9001	Due Diligence
Business Modeling	ISO 10015 (Training)	Mechanical Testing
Strategic Planning	ISO 19011 (Auditing)	Root Cause Analysis
Gantt Charting	ISO 31000 (Risk)	Cause-and-effect
Business Continuity (ISO	ISO 10012-1	(Fishbone / Ishikawa)
22301)	ANSI/NCSL Z540	Calibration / Metrology
Laboratory Accreditation	ANSI/ASQC M-1 / M-2	Electronic Equip. Repair
ISO / IEC 17020	ANSI/ESD S20.20	21-CFR-820
ISO / IEC 17021	API Q1 & Q2 (9 th Ed.)	10-CFR-50 / 10-CFR-21
ISO / IEC 17025	AAR M-1003	ASME NQA-1



Employment:

August 1995 - Present Contract Executive / Management Consultant / Quality Systems Auditor
Denver, CO & Sarasota, FL

Contract executive management services, management and quality system consulting, and independent auditing services that include:

- Both short and long term executive management assignments on a contract basis (e.g., Quality Director / Operations Director) assisting organizations through transitions, new business start-ups, or assisting in maintaining effective quality management systems. Current assignments include:
 - Quality Specialist for Russell Marine Group [ISO 9001:2008 Registered by NQA, USA]
 - Past assignments include:
 - Quality Director for Rahn Systems International [ISO 9001:2008 & AS9100C compliant]
 - Quality Director for Intertek Consumer Goods – Arlington Heights, IL [directing both Labtest Hardlines & Textiles laboratories through the achievement and maintenance of ISO 17025 accreditation from ACLASS – Intertek Consumer Goods also administers the JPMA Product Certification Program and is certified by the United States Consumer Products Safety Commission(CPSC)].
 - Quality Director for Intertek Labtest – Springfield, NJ location (1998-2006) and Program Director for the Intertek Services SA8000 Certification Program – establishing operations in Asia, Europe & the Americas)
 - Quality Coordinator for American Cargo Assurance (2009) [initially ISO 9001:2008 Registered by NQA, USA; now ISO 9001:2008 registered by QMI]
 - Quality Director for bestroute.com [a new business start-up that achieved ISO 9002:1994 registration from Intertek Systems Certification]
 - “Director & Subject Matter Expert” for “Clearaudit” (May 1, 2007 thru June 20, 2009)
 - “Quality Director” for OkyDoky.com (Nov. 2011 thru Dec. 2014)

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- Management and quality system consulting. Activities typically include:
 - Assisting clients in:
 - developing and refining their *Business Model* (incl. Strategic Planning)
 - performing *Value-Added Assessments* of their Business Model
 - developing and implementing effective cost/risk management systems
 - developing Business Continuity / Disaster Recovery plans (e.g., ISO 22301)
 - implementing LEAN management systems
 - Implementing SMART action plans
 - Making recommendations and assisting clients in *re-engineering* projects
 - Making recommendations and assisting clients in developing electronic (paperless) documentation systems (accessible on computers, iPads / Tablets, SmartPhones, etc.), such as:
 - Web-based document / knowledge management systems (such as, “DokuWiki”, “EpiWare” DMS, “OpenDocMan”, “OpenKM” and “Owl”)
 - LAN/WAN based document distribution systems (e.g., PDF, LibreOffice/OpenOffice, Microsoft Word, Microsoft Excel)
 - eBook files (e.g., ePub)
 - Training of client personnel for internal auditing and quality system implementation
 - Advising clients of actions necessary to fully implement an ISO 9001, ISO 17020 or ISO 17025 compliant quality system. Current and past consulting clients include:
 - Precision Metal Manufacturing [AS9100 registered by Orion]
 - R&G Laboratories, Inc. [ISO 9001:2008 registered by NQA, USA]
 - Russell Marine Group [ISO 9001:2008 registered by NQA, USA]
 - Thionville Surveying Co. [ISO 9001:2008 registered by NQA, USA]
 - Thionville Laboratories [ISO 17025 accredited by ACLASS]
 - American Cargo Assurance [ISO 9001:2008 Registered by NQA, USA]
 - Eurofins Central Analytical Laboratory [ISO 9001:2008 Registered by NQA, USA]
 - ICQ (USA), Inc. [ISO 17025 accredited by A2LA]
 - ElectroRent [ISO 9001:2008 Registered by NQA, USA]
 - Bell Microproducts [ISO 9001:2000 Registered by Intertek Systems Certification]
 - Network Courier Services [ISO 9001:2000 Registered by NQA, USA]
 - Trademark Computer [ISO 9002:1994 Registered by NQA, USA]
 - Morrison-Knudson Centennial Engineering
 - Almo Corporation
 - MicroTyping
- Performing ISO 9001 & AS9100 assessment and surveillance activities for registrars and ISO 17020 / 17025 accreditation bodies. Past and present registrars and accreditation bodies include:
 - A2LA (ISO 17025)
 - ABS Quality Evaluations (AS9100)
 - ACLASS (ISO 17020 & ISO 17025)
 - Intertek (ISO 9001 & AS9100)
 - NQA-USA (ISO 9001 & AS9100)
 - Perry Johnson Registrars (AS9100)
 - Platinum Registration (AS9100)
 - Smithers (AS9100)
 - STR-R/UL (AS9100)
 - VCA North America (ISO 9001)
 - Responsibilities include: Scheduling, planning and coordinating effective and efficient performance of pre-audit, assessment, surveillance, and re-assessment activities (i.e., auditors / assessment teams at multiple sites [per IAF MD1]) for a diverse variety of clients.
 - Making recommendations based upon information gathered during pre-audit, assessment, surveillance, and re-assessment visits (i.e., recommending the granting, continuance or withdrawal of registration) for various ISO 9001 / AS9100 registrars and ISO 17020 / ISO 17025 accreditation bodies
 - Performing marketing / sales presentations and advisory visits
- Providing independent (internal) auditing services. Current and past clients include:
 - Quality Auditing, LLC – Minneapolis, MN
 - R&G Laboratories, Inc. – Tampa, FL,

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- Intertek Consumer Goods – Arlington Heights, IL, Oak Brook, IL & Springfield, NJ locations

May 1993 -
August 1995

National Quality Assurance - U.S.A.
(An ANAB, UKAS & RvA Accredited ISO 9001 Quality System Registrar)
Acton, MA
Southeast Regional Director

Directing NQA, USA regional operations included:

- Scheduling, planning and coordinating effective and efficient performance of ISO 9000 pre-audit, assessment, surveillance, and re-assessment activities (i.e., auditors / assessment teams at multiple sites)
- Making recommendations based upon information gathered during pre-audit, assessment and surveillance visits (i.e., recommending the granting, continuance or withdrawal of ISO 9000 registration)
- Review and acceptance of client corrective action plans
- Training, development and monitoring the performance of internal and external auditors
- Preparation of reports and compiling relevant correspondence
- Performing marketing / sales presentations and advisory visits
- Business development, budgeting and cost control
- Maintaining favorable client relations
- Representing NQA in industry and quality forums including ASQ, NCSL, ISO 9000 User Networks, etc.

July 1990 -
May 1993

General Electric (GE)
Norcross, GA
National Quality Manager

Directing the GE Electronic Services National Quality System included:

- Maintaining, revising and updating the GE Electronic Services Quality Management System (Quality Management System manual and Standard Operating Procedures manual) as driven by industry and customer demand
- Responsibility for cost factors involved in implementation of the quality system
- Maintaining ISO 9002:1994 Quality System Registration (obtained from NQA, USA) for the entire GE Electronic Services business (20 sites)
- Maintaining compliance with 10CFR50 – Appendix B and 10CFR21 for the entire GE Electronic Services business (supporting Nuclear Power Plant customers)
- Maintaining A.A.R. M-1003 Quality System Certification for the GE Transportation Services segment of GE Electronic Services (St. Louis, MO and Minneapolis, MN)
- Reviewing, interpreting and evaluating relevant industry guidelines and standards for compliance and / or inclusion in the GE Electronic Services Quality Management System
- Providing consultation and assistance in administration of the Quality Management System
- Conducting internal audits of all (20) GE Electronic Services facilities
- Conducting supplier / sub-contractor quality audits, and maintaining the GE Electronic Services approved vendor list (reducing our sub-contractor base and redirecting work internally saved GE >\$100k/Year)
- Providing an effective interface for, and directing responses to customer audits
- Developing, planning and implementing quality and associated technical training (including internal auditors)
- Developing, scheduling, coordinating and implementing special projects including cost estimating, proposal writing, execution and follow-up
- Assisting in developing enhancements for the automated GE Electronic Services Business System (Computer scheduling, planning and tracking system)
- Representing GE Electronic Services in industry and quality forums including ASQC, NCSL, GE CMSG, Measurement Science Conference, ISO 9000 User Networks, etc.
- Assisting other GE Businesses in preparation for their ISO 9000 registration, including GE Rental Lease, GE Computer Service, GE Transportation Systems, and GE Instrumentation Services – Canada

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Dec. 1989 - July 1990	General Electric (GE) Norcross, GA National Quality Assurance Specialist
Dec. 1986 - Dec. 1989	General Electric (GE) Norcross, GA Electronic Technician / Metrologist / Quality Control Representative <ul style="list-style-type: none">On loan to NBC (July 1, 1987 – Oct. 23, 1987) to support 4 WRC-TV, Washington, D.C. operations during the NABET strike.
Sept. 1984 - Dec. 1986	General Electric (GE) Norcross, GA Electronic Technician / Metrologist
Aug. 1980 - Sept. 1982	Patterson Pump Company Toccoa, GA Machinist / Sheet Metal Bender / Welder / Drill Press Operator
Nov. 1977 - Sept. 1979	Coats & Clarke, Inc. Toccoa, GA Thread & Yarn Handler
June 1977 - Oct. 1977	BMR Fabricators Toccoa, GA Sheet Metal Bender / Spot Welder / Warehouseman

Certifications / Licenses

- Probitas Authentication
Certificate No. 1619032756.
Auditor OIN 6128525982.
Previously Exemplar Global certified "AS9100 Aerospace Auditor" - Certification No. 110366.
- Lean Six Sigma Green Belt
(Certified by
GoLeanSixSigma.com)
- NTEP VCAP Auditor (Certified by
NQA-USA), May 17, 2017
- RAB IATCA auditor certification
program "Responsible Person"
(for audits conducted after
08/02/94)
- Formerly an IRCA Certified "QMS
Principal Auditor" - Certification
No. A005891 (1993-2018)
- FCC "General Telephone
Operator License" # PG-6-8438,
Issued August 9, 1984



Probitas Authentication certifies

RICHARD RANDALL

Has satisfied the requirements of

Aerospace Quality Management System Auditor

With the following scope and grade

AS9100 Aerospace Auditor

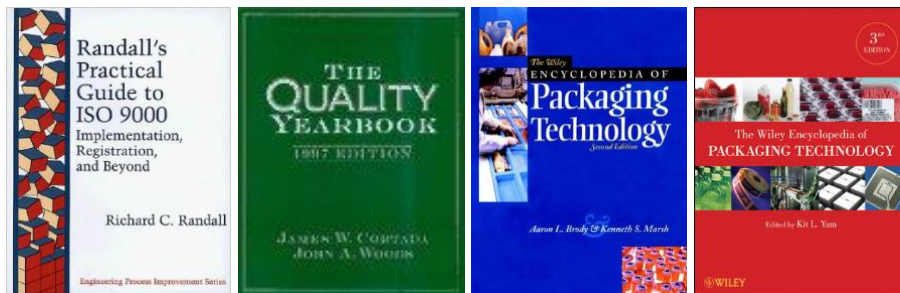
CERTIFICATION DATE: DECEMBER 14, 2018
EXPIRATION DATE: DECEMBER 14, 2021
CERTIFICATION NUMBER: 1619032756


Director of Probitas Authentication



Richard Clarke Randall

- Publications:** Contributor to the third edition (2009) of *"The Wiley Encyclopedia of Packaging Technology"*, published by John Wiley & Sons, Inc.
- Authored the "Owl Ultralite" ver. 0.15, "Installation and User Manual" (May 2007).
- Authored the "Owl Ultralite" ver. 0.13, "Installation and User Manual" (December 2006).
- Co-author of ANSI/NCCL Z540.3:2006 *"American National Standard for Calibration - Requirements for the Calibration of Measuring and Test Equipment"*
- Article titled "Quality in the Dot-Com World" appearing in the February 2001 issue of "Quality Progress" magazine.
- Contributor to the second edition (1997) of *"The Wiley Encyclopedia of Packaging Technology"*, published by John Wiley & Sons, Inc.
- Consulting Editor for the 1997 edition of *"The Quality Yearbook"* published by McGraw-Hill, Inc.
- Author of *"Randall's Practical Guide to ISO 9000,"* published by Addison-Wesley Publishing Co., Reading, MA, May, 1995
- Co-author of ANSI/NCCL Z540-1:1994 *"American National Standard for Calibration - Calibration Laboratories and Measuring and Test Equipment - General Requirements"*
- Author of *"ISO 9000 - Questions & Answers,"* published by GE Electronic Services, June 1991 and revised in April 1992



- Education:**
- A.A.S. Electronic Sciences - March 1985
Truett-McConnell College - Cleveland, GA
- Accredited by the "Southern Association of Colleges and Schools, Commission on Colleges (SACSCC)".
- Degree in Electronic Technology - September, 1984
North Georgia Technical College - Clarkesville, GA
- Accredited by the:
 - "Council on Occupational Education" (COE), a national accreditation body recognized by the U.S. Department of Education, and/or
 - "Commission on Colleges" (COC) of the Southern Association of Colleges and Schools (SACS), a regional accrediting body recognized by the U.S. Department of Education. COC accredits all activities of degree granting colleges.

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Training:

Due to the large number of courses I've attended, the following listing excludes most web-based / online training I've completed:

- "NQA, USA Teaming Conference – Aerospace Training", October 9, 2018
- "NQA, USA Teaming Conference – General Training", October 8, 2018
- "Lean Six Sigma Green Belt Certification" (by GoLeanSixSigma.com) April 8, 2018
- "Lean Six Sigma White Belt Certification" (by Management & Strategy Institute) Jan. 21, 2018
- NTEP VCAP Certified Auditor (by NQA-USA), May 17, 2017
- "IAQG-sanctioned 9100:2016 Update Training", April 30, 2017
- "NQA, USA Teaming Conference – Aerospace Training", February 21, 2017
- "NQA, USA Teaming Conference – General Training", February 20, 2017
- "NQA, USA Teaming Conference – Aerospace Training", August 16, 2016
- "NQA, USA Teaming Conference – General Training", August 15, 2016
- "NQA, USA Teaming Conference – Aerospace Training", February 23, 2016
- "NQA, USA Teaming Conference – General Training", February 22, 2016
- IAAR, PECB, Exemplar Global – "Transition Course: ISO 9001:2008 to ISO 9001:2015 (9001TC)", August 30, 2015
- "NQA, USA Teaming Conference – Aerospace Training", June 17, 2015
- "NQA, USA Teaming Conference – ISO 9001:2015 Transition", June 16, 2015
- "NQA, USA Teaming Conference – General Training", June 15, 2015
- IAQG – "9101E/9101:2014 Revision, Training", December 2, 2014
- "Avoidance of Counterfeit Electronic Parts Management Systems per ANAB Accreditation Rule 47." This training includes the requirements of AS5553 and AS6081. February 19, 2014
- "NQA, USA Teaming Conference – General Training", February 18, 2014
- "NQA, USA Teaming Conference – Aerospace Training", February 17, 2014
- "NQA, USA Teaming Conference – General Training", August 27, 2013
- "NQA, USA Teaming Conference – Aerospace Training", August 26, 2013
- "NQA, USA Teaming Conference – General Training", February 19, 2013
- "NQA, USA Teaming Conference – Aerospace Training", February 18, 2013
- ABS "Auditor Indoctrination" training, March 26, 2012
- "Smithers Quality Assessments - New Auditor Training", October 7, 2011
- "NQA, USA Teaming Conference – General Training", August 23, 2011
- "NQA, USA Teaming Conference – Aerospace Training", August 22, 2011
- "IAQG-Sanctioned Aerospace Auditor Transition Training – 9100", July 27, 2011 (OASIS database updated on July 29, 2011 to reflect successful completion of transition training)
- "Foundations: Understanding 9100 - By Plexus / IAQG Online Development Platform", July 10, 2011
- "ACLASS Assessor Forum", April 12-15, 2011
- "NQA, USA Teaming Conference – General Training", February 25, 2010
- "NQA, USA Teaming Conference – Aerospace Training", February 24, 2010
- "NQA, USA Audit Report Webinar – New Forms" (1 hour), August 13, 2009
- "NQA, USA Teaming Conference – General Training", February 25, 2009
- "NQA, USA Teaming Conference – Aerospace Training", February 24, 2009
- "NQA, USA Teaming Conference – General Training", August 28, 2008
- "NQA, USA Teaming Conference – Aerospace Training", August 27, 2008
- "NQA, USA Teaming Conference – General Training", February 21, 2008
- "NQA, USA Teaming Conference – Aerospace Training", February 20, 2008
- "VCA North America Auditor Training", January 21-22, 2008
- "NQA, USA Teaming Conference – General Training", August 23, 2007
- "NQA, USA Teaming Conference – Aerospace Training", August 22, 2007
- "AS9100 Aerospace Auditor" Bureau Veritas Training, August 20-21, 2007
- "NQA, USA Teaming Conference – General Training", February 22, 2007
- Intertek Systems Certification – Single Management System Training Session", Jan. 2, 2007
- "NQA, USA Training and Development QMS Training", August 24, 2006
- Intertek Systems Certification – Auditor Teleconference", July 25, 2006
- "ACLASS Assessor Forum", July 7-9, 2006
- "NQA, USA Training and Development QMS Training", February 23, 2006
- "NQA, USA Training and Development QMS Training", February 24, 2005
- "Intertek ISO 9000 Quality Auditor Development Training", Sept. 24, 2004
- "NQA, USA Training and Development QMS Training", August 26, 2004
- "NQA, USA Training and Development QMS Training", February 27-28, 2003

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- "NQA, USA Training and Development QMS Training", August 21-22, 2002
- "NQA-LS Training and Development training", August 21, 2002
- "NQA, USA Training and Development QMS Training", Feb. 28 & Mar. 1, 2002
- "NQA, USA Training and Development QMS Training", August 22-23, 2001
- "NQA-LS Training and Development training", August 21, 2001
- "NQA, USA ISO 9000:2000 Auditor Training", August 17-18, 2000
- "A2LA ISO/IEC 17025 Auditor Training" (A2LA Assessor Conclave), May 20-21, 2000
- "NQA, USA Semi-Annual Training Session" – February 17-18, 2000
- Excel Partnership "Uncertainty of Measurement" course – Feb. 15, 2000
- "Intertek ISO 9000 Quality System Assessment Program", Oct. 26, 1998
- "A2LA ISO Guide 25 Auditor Training" (A2LA Assessor Conclave), June 6-8, 1996
- "The Revision of the ISO 9000 Standards Seminar," CEEM, Nov. 1, 1993
- "Assessors of Quality Systems," Kennedy & Donkin Quality Engineering, Dec. 9-12, 1991
- "Evaluation and Presentation of Business Ideas," GE Course, May 8, 1991
- "Quality Systems Standards for the 1990's," GA. Institute of Technology, Nov. 26-27, 1990
- "Electronic Instrumentation and Control," General Electric, September 17, 1985
- "On-The-Job (OJT) Metrology Training" at GE Electronic Services, Sept. 1984 - Dec. 1986

Honors / Awards:

- Speaker at the "NQA, USA Teaming Conference – Aerospace Session" – Presentation: "Auditing AS9102B – First Article Inspections", October 9, 2018
- Host at the "NQA, USA Teaming Conference – General Training" – Work Shop: "ISO 9001:2015 – Auditing Risks & Opportunities", February 22, 2016
- Speaker at the "NQA, USA Client Session" – Presentation: "The Human Side of Auditing", August 28, 2013
- Speaker at IAQG's "Registration Management Committee (RMC)" – Presentation: "The Human Side of Auditing", July 18 & 19, 2013
- 2nd Place, ToastMasters International Speech Contest – "Orbiting Toasters - Table Topics Contest", March 27, 2013
- Speaker at the "NQA, USA Semi-Annual Teaming Session – General Session" – Presentation: "The Human Side of Auditing", February 19, 2013
- Speaker at "Quality Expo Detroit" - Presentation: "Best Practices for Implementing a Web-Based Quality Management System" - June 11, 2008
- Speaker for "The Mergers & Acquisitions Advisor Executive Series: Bulletproof Due Diligence Strategies" sponsored by Fleet Capital – Feb. 26, 2002
- Presenter for 15th Annual Southeastern Quality Conference, Oct. 21-22, 1996
- Panelist at "Meeting of the Minds," ISA/93 - sponsored by Fluke Corp.
- GE Performance Recognition Awards - Dec. 1990, Sept. 1991, Feb. 1992 & Mar. 1993
- Certificate of Appreciation - Speaker at NCSL Annual Workshop, Aug. 2-6, 1992
- Certificate of Appreciation - Panelist at Measurement Science Conference, Jan. 30-31, 1992
- GE Computer Service "Winners' circle" for outstanding performance - 1991 & 1992
- Nominated for Georgia Occupational Award of Leadership (G.O.A.L.) - 1983 & 1984
- Honor Graduate at North Georgia Technical College (Deans List 7 out of 8 qtrs.)
- Former member of the Boy Scouts of America – "Order of the Arrow"

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Committees: Member of NCSL TQM "Committee for Calibration Services" – ANSI 174 Writing Committee (ASC Z540) - responsible for the ANSI/NCSL Z540.3 “American National Standard for Calibration”.

Contributor to ISO/CASCO/WG 44 - responsible for the ISO 17025 “General requirements for the competence of testing and calibration laboratories”.

Past member of the U.S. Technical Advisory Group (TAG) to ISO/TC 207 on Environmental Management (responsible for the ISO 14000 series).

Computer Skills:

Advanced user skills with programs such as:

MacOS 10.14 (Mojave), iOS 12, Microsoft Windows 7 & 10	
Word Processors: <ul style="list-style-type: none">• Microsoft Word 2016 (Mac)• LibreOffice v6.1 – Writer (Cross Platform)	Presentation Software: <ul style="list-style-type: none">• Microsoft Powerpoint 2016 (Mac)• LibreOffice v6.1- Impress (Cross Platform)
Spreadsheets: <ul style="list-style-type: none">• Microsoft Excel 2016 (Mac)• LibreOffice v6.1 – Calc (Cross Platform)	Risk Management: <ul style="list-style-type: none">• Risk Reduction Overview (online) http://rro.sourceforge.net/tool/
Web-Based Document Management Systems: <ul style="list-style-type: none">• DokuWiki (2018-04-22a "Greebo")	FTP (File Transfer Protocol): <ul style="list-style-type: none">• FileZilla v3.38.1 (Cross Platform)
HTML Editors & Web Publishing: <ul style="list-style-type: none">• BlueGriffon v3.0.1 (Cross Platform)• SeaMonkey Composer v2.49.4 (Cross Platform)• Bluefish v2.2.10 (Cross Platform)• iWeb v3.0.4 (Mac)	Publishing (eBook / PDF): <ul style="list-style-type: none">• Sigil v0.9.10 (Cross Platform)• iBooks Author v2.5 (Mac)• Kindle Previewer v2.923 (Mac)• PDFsam v3.3.7 (Windows & Mac)• WonderShare PDF Editor Pro v3.1.0
Mind Mapping: <ul style="list-style-type: none">• Xmind v8.0 (Cross Platform)• Xmind Zen (Cross Platform)• FreeMind v1.0.1 (Cross Platform)	Project / Task Management: <ul style="list-style-type: none">• Gantt Project 2.8.9 (Cross Platform)• Task Coach v1.4.3 (Cross Platform)• Task Unifier v4.3.4 (Cross Platform)
Internet Browsers: <ul style="list-style-type: none">• Safari v12.0 (Mac & Windows)• Firefox v63.0 (Cross Platform)• Google Chrome 51.0 (Cross Platform)• Epic v62.0 (Cross Platform)• Internet Explorer 11.0 (Windows)	Flowcharting: <ul style="list-style-type: none">• Edraw 8.4• LibreOffice v6.1 - Draw (Cross Platform)• ClickCharts v1.27 (Mac & Windows)• Gliffy (online)• LucidChart (online)

Advanced coding knowledge of HTML 4.01, HTML 5, CSS 2, XHTML 1.0 & 1.1, “DokuWiki” syntax coding. Basic understanding of computer networking (LAN & WAN) using Microsoft Windows and Linux (Redhat Fedora distribution).

References: Available upon request.