



Name: Diana Procter

Title: President

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KEY EXPERIENCE:

MSI: Since 1998 Principal Consultant and Owner of MSI, leading over 65 certifications for the past 15 years and maintaining over 9 companies management systems month-to-month yearly. (see Definition below of Management Systems)

Present at over 200 Registrar audits for ISO 9001, Quality Management System, AS 9100, Aerospace Quality Management and ISO 14001, Environmental Management System. In the last year added OHSAS, Occupational Health and Safety.

For any given customer Ms. Procter lead teams to establish, implement and audit the following processes/procedures to International Standards:

- a. Management & structure
- b. Quality/Environmental/Health and Safety Policies
- c. Objectives
- d. Records and document management,
- e. Hiring and training,
- f. Sales and contract acceptances
- g. Purchasing
- h. Design of products
- i. Configuration Control
- j. Customer Services and Complaints
- k. Facilities management
- l. IT systems
- m. Manufacturing processes
- n. Measurements
- o. Nonconformances
- p. Environmental footprints
- q. Compliance to regulations
- r. Auditing programs

Work Experience (years) held by post/position:

- o Principal Consultant (15); Procurement Agent (9);
- o ISO Training Course Developer for ISO 9001 & ISO 14001 Overview, Internal Auditing and Implementation and AS 9100 B and C Overview and Internal Auditing.

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- ISO Trainer for ISO 9001 & ISO 14001 Overview, Internal Auditing and Implementation and AS 9100 B and C Overview and Internal Auditing 24 days a year on average over the past 15 years. Participated in providing a 4.5 day ISO 9001: 2000 Lead Auditor course for the DoD 2006. (Names of participants or of class record is to be protected due to National Security issues)
- ISO Internal Auditor for ISO 9001, AS 9100 B & C & ISO 14001 20 days on average over the past 8 years.
- Extensive product development geared to leading supporting the certification efforts such as recently: online products from Implementation Plans, Internal Audit program, Management Review processes, submission of documents for review for ISO 9001, ISO 14001, AS 9100 C and ISO 9001/ISO 14001 Integrated Programs (may be the only firm nationally and internationally to do offer such a unique method)
- San Diego Gas and Electric (5 years), National Steel and Ship building (2 years) and the United States of the Air Force (3.5 years). Experience includes: qualifying, auditing, developing, negotiating and awarding up to multi-million dollar annual agreements to suppliers.
- Developed a supplier rating program that used factors from suppliers' performance that could easily determine the true overall best valued supplier in selecting bidders.

ISO implementation: 65 certifications from manufacturing, government, technology, services and distribution companies from small to multi sites scopes and for various ISO systems AS 9100 B/C, ISO 9001; ISO 14001 and ISO 9001/ISO 14001.

Educational background:

University San Diego, San Diego, Masters of Science in Global Leadership
National University, San Diego, Bachelor of Arts in Business

Accreditation/certifications:

Certification: Completion of ISO 9001 Lead Auditor Training (in-class)
Completion of ISO 14001 Lead Auditor Training (in-class)
Completion of AS 9100 C version Changes from NQA, Registrar (in-class)

OVERVIEW:

Diana creates ISO implementation methodologies and project management services, auditing, training and general consulting to a variety of organizations through Management Systems International in Carlsbad, CA. She develops numerous curriculums for various topics related to ISO/AS Standards and is a professionally trained instructor. Diana is a trained Lead/ Internal Auditor for ISO 9001 & 14001 and has co-led an ISO 9001 lead auditor course. She is well-versed in development of ISO/AS systems for various applications and can work in diverse environments and is able to understand quickly organizational structure/culture. Diana also has excellent knowledge and training in procurement processes, as well as expertise in supplier qualification programs nationally and internationally. In addition, Diana has a solid background in computer networking systems usage in maximizing such



tools for maintaining ISO systems. She is a Microsoft partner and offers and leads the installations of a web-based solution to manage development and maintenance of and ISO system. Her proficiency includes Proquis, SQL, and MS Project, and more. Prior to becoming an ISO consultant, Ms. Procter was a procurement agent for public and department of defense entities.

Definition of Management Systems

A MANAGEMENT SYSTEM IS A PROVEN FRAMEWORK FOR MANAGING AND CONTINUALLY IMPROVING YOUR ORGANIZATION'S POLICIES, PROCEDURES AND PROCESSES. MSI HAS ESTABLISHED WELL OVER 65 OF THESE SYSTEMS FOR LEADING COMPANIES AND DIANA PROCTER HAS LED EACH PROJECT.

CREATING GREATER POTENTIAL

THE BEST BUSINESSES WORK AS COMPLETE UNITS WITH A SHARED VISION. THIS MAY ENCOMPASS INFORMATION SHARING, BENCHMARKING, TEAM WORKING AND WORKING TO THE HIGHEST QUALITY AND ENVIRONMENTAL PRINCIPLES.

A MANAGEMENT SYSTEM HELPS YOUR ORGANIZATION TO ACHIEVE THESE GOALS THROUGH A NUMBER OF STRATEGIES, INCLUDING PROCESS OPTIMIZATION, MANAGEMENT FOCUS AND DISCIPLINED MANAGEMENT THINKING.

BUSINESSES OPERATING IN THE 21ST CENTURY FACE MANY SIGNIFICANT CHALLENGES, INCLUDING:

- **PROFITABILITY**
- **COMPETITIVENESS**
- **GLOBALIZATION**
- **SPEED OF CHANGE**
- **ADAPTABILITY**
- **GROWTH**
- **TECHNOLOGY**

BALANCING THESE AND OTHER BUSINESS REQUIREMENTS CAN BE A DIFFICULT AND DAUNTING PROCESS. THAT'S WHERE MANAGEMENT SYSTEMS CAN HELP, BY INTEGRATING PROCESSES IN YOUR ORGANIZATION.

IMPLEMENTING AN EFFECTIVE MANAGEMENT SYSTEM BENEFITS COMPANIES BY:

- **MANAGING YOUR SOCIAL, ENVIRONMENTAL AND FINANCIAL RISKS**
- **IMPROVING OPERATIONAL EFFECTIVENESS**



- **REDUCING COSTS**
- **INCREASING CUSTOMER AND STAKEHOLDER SATISFACTION**
- **PROTECTING YOUR BRAND AND REPUTATION**
- **ACHIEVING CONTINUAL IMPROVEMENT**
- **PROMOTING INNOVATION**
- **REMOVING BARRIERS TO TRADE**
- **BRINGING CLARITY TO THE MARKETPLACE**

BY USING A PROVEN MANAGEMENT SYSTEM MSI/DIANA PROCTER WAS ABLE TO CONTINUALLY RENEW MISSIONS, STRATEGIES, OPERATIONS AND SERVICE LEVELS.