

**Name:** Diana Lynn, M.S. (formerly Procter)  
**Title:** President  
Veteran and Woman Owned Business Owner  
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[www.msi-international.com](http://www.msi-international.com)

## **KEY EXPERIENCE:**

MSI: Since 1998 Principal Consultant and Owner of MSI, leading over 70 certifications for the past 25 years and maintaining many companies' management systems month-to-month yearly. Most notably, MSI led implementation and certifications for the National Security Agency over a period of 6 years and supported such systems for 4 years plus. Diana created all of the methodologies from the marketing, proposal, planning budgeting, training, each procedure/process approach, internal audit methods, management reviews and registrar management. She is also the training curriculum author for ISO 9001, 14001, 13485, 9001/14001, 9001/13485, 2 day Internal Auditing, Implementation and Overview courses. Recently 9001 Design and Development.

MSI with Diana's leadership, supported systems at Illumina, Panasonic, Snyder Langston, Woodward HRT, Genstar Technologies, Novasys, Scientist dba Assay Depot (see Definition below of Management Systems). MSI is one of the few consulting firms that strictly operates consulting and training activities and directly performs the development of companies' systems that leads to growth. Most of our customers were able to earn leading edge contracts and have been acquired by bigger firms.

She has been present and arranged over 200+ Registrar audits for ISO 9001, Quality Management System, AS 9100, Aerospace Quality Management and ISO 14001, Environmental Management System. In 2011, added OHSAS, Occupational Health and Safety (now ISO 45001). In 2015, added medical device, 13485: 2016 and accomplished full system internal audits with a registered ISO 13485 Lead Auditor. She was present at all certification, surveillance and recertification audits. Since then, led Mindflow Design and Genstar Technologies through to 9001 and 13485: 2016 certification after full development of their system and on going surveillance audits with no findings. For educational purposes, ISO 13485: 2016 is mostly the same as ISO 9001:2008. MSI performs over 50 internal audits annually and for the past 20 years for wide ranges of types of management system configurations. At the start of MSI, Diana attended ISO 9001 and 14001 Lead Auditor courses. All through the calendar years, she attends registrar trainings and updates methodologies to deliver high quality consulting expertise. See MSI blog [Business Management Systems Blog Archives - Management Systems International \(MSI\) \(msi-international.com\)](#)

For any given customer Ms. Lynn lead teams to establish, implement and audit the following processes/procedures to International Standards in various types of business to business companies:

- 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. Risk Management
- j. Configuration Control
- k. Customer Services and Complaints
- l. IT systems
- m. Manufacturing and Services processes
- n. Measurements
- o. Nonconformances
- p. Environmental footprints
- q. Environmental Programs
- r. Compliance to regulations
- s. Root Cause Analysis
- t. Third Party Certification Process
- u. Auditing programs

Work Experience (years) held by post/position:

- o Principal Consultant (25); Procurement Agent (9);
- o ISO Training Course Developer for ISO 9001/AS 9100, ISO 14001, ISO 18001 and 13485 Overview, Internal Auditing and Implementation and AS 9100 B and C Overview and Internal Auditing.
- o ISO Trainer for ISO 9001 , ISO 14001, ISO 45001 and 13485 Overview, Internal Auditing and Implementation and AS 9100 B and C Overview and Participated in providing a 4.5 day ISO 9001: 2000 Lead Auditor course for the DoD in 2006.
- o Internal Auditing 120 days a year on average over the past 15 years.
- o 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 offer such a unique method)
- o San Diego Gas and Electric (5 years), National Steel and Ship building (2 years) and enlistment in the United States of the Air Force (3.5 years) Veteran. Experience includes: qualifying, auditing, developing, negotiating and awarding up to multi-million dollar annual agreements to suppliers.
- o Developed a supplier rating program that used factors from suppliers' performance that could easily determine the true overall best valued supplier in selecting bidders.

- Intimately familiar with small business management and development such as cash flow, sales and marketing, training and development, vision, values and objectives and overall development towards medium and large business entity.

ISO implementation: 70 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, ISO 9001/ISO 14001 and 13485: 2016

#### **Educational background:**

University San Diego, San Diego, Masters of Science in Global Leadership

National University, San Diego, Bachelor of Arts in Business

University of Maryland in Germany, understudies towards 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. Expertly guides customers through the certification process and expectations of the Registrar Auditing company. Over one million companies are currently certified to either of these International Standards. She is well-versed in the 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 Management System network configurations, securities, SQL, and MS Project, and more. Prior to becoming an ISO consultant, Ms. Lynn was a procurement agent for public and department of defense entities.

LinkedIn [Diana Lynn, MS | LinkedIn](#)

#### **Personal Interests:**

Diana is passionate about holistic health. She is fascinated with utilizing personality knowledge in order to guide young adults towards their true talents in choosing their most successful profession(s)

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for a happier life. As well as using this expertise to enhance the team environment be it in-house and as well as in interacting with each individual of the customer team in order to achieve the most challenging ISO certification.

### **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 LYNN HAS LED EACH PROJECT.**

**CREATING GREATER POTENTIAL**

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**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.**

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**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 LYNN WAS ABLE TO CONTINUALLY RENEW MISSIONS, STRATEGIES, OPERATIONS AND SERVICE LEVELS.**