Rose Osborne – Dave Bieterman, Lead Auditor Letter Oct 2021

Rose Osborne; who I had the opportunity to meet; when working with Dignari and eSimplicity; where I was the assigned contract auditor to verify the implementation and effectiveness of their respective quality management systems to merit award of ISO9001-2015 certification. Rose was the consultant; charged with developing and implementing their respective management systems; including infrastructure; as well as the training of all company personnel, in preparation for each company’s initial ISO9001-2015 certification assessments.

As a result of her efforts and due diligence, both companies were audited and successfully passed their initial assessments without any nonconformances; resulting in being awarded their ISO9001-2015 certification.

Rose impressed me with her ability to **interact and guide company personnel**; getting “everyone in the same boat; rowing in the same direction”; providing them the necessary leadership, training, and tools to facilitate an environment; where the employees could easily relate their daily activities to the ISO9001 requirements, while not impeding the company’s daily operation. It was very clear how she had “**become a part of each organization”** in a very short time to allow top management and all **employees to gain a high level of confidence in her approach; believe in it, and together achieve their goal of ISO certification.**

**Rose’s approach of providing the necessary tools and training provided the confidence within each organization** to facilitate a rapid, yet smooth, transition from an initial high level of dependence on Rose to a fully implemented quality management system; where the **employees at all levels had attained a complete understanding of how their daily duties** and associated documentation fulfilled the applicable ISO requirements and becoming quite capable of explaining themselves to a third party auditor to successfully pass their audit.

**Integral to making this a success was a Monitoring and Control Tool**; which Rose developed and implemented, to accommodate collection and consolidation of data and information pertinent to business strategic and quality goals and objectives, risks & opportunities, lessons learned, process improvements, corrective actions and nonconformities, incident reports, and any other documentation deemed necessary to provide an efficient; very user friendly, **monitoring and measuring resource to provide real-time analysis and feedback to ensure an effective management system (business) is being maintained; freeing top management to “run and grow the business” vs being “run by ISO”.**

Evidence of the effectiveness of **Rose Osborne’s approach** to provide usable technology and training was the fact the employees demonstrated a high level of knowledge and awareness of these tools and the ISO and company requirements; being well organized and readily able to explain their roles and responsibilities to successfully pass their initial audit with very little participation from Rose. The management system had become “theirs” because it was now their “way of conducting their daily business” and not a separate concept of Rose’s.

This was viewed as a very value-added approach being deployed by Rose to effectively utilize existing company resources and providing her own input to improve overall effectiveness; **allowing the company to achieve ISO certification successfully without distraction to daily business. A job well done. Very impressive!**

Reference from Dave Bieterman; President and Owner; Bieterman Consulting, Inc. who was the ANAB accredited registrar contract lead auditor for both company’s certification audits. **Dave has over 50 years of experience in quality management, management system development and implementation, and auditing with a wide variety of companies**; including being an accredited ISO 9001 lead auditor since 2005; when Bieterman Consulting was founded. **He has conducted over 1000 ISO certification audits** of various service and manufacturing companies ranging in size from a single person to over 10000 employees and has a track record of over 300 very satisfied clients.

Dave Bieterman

ANAB Accredited Registrar - Contract Lead Auditor

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