

MICHAEL ENDERS

MANAGING PARTNER

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🌐 www.msi-aqr.com/meettheteam

SUMMARY OF EXPERIENCE

More than forty-five years of experience in Quality Assurance program development, training, and management. Have been directly responsible for developing and implementing Quality Management Systems (QMS), Environmental Management Systems (EMS), and Occupational Health and Safety (OH&S) management systems in industries including aerospace, automotive, electronics, medical devices and energy. Have extensive experience working in Hong Kong, China, Australia, Mexico, and Europe in establishing Quality Management systems. Trained as an Assessor for ISO 9000 quality management systems. Have developed and delivered programs to train consultants and internal employees in the implementation of quality systems in the United States and Hungary. Actively working with dozens of companies in management systems development and improvement using a broad range of International Standards.

BUSINESS EXPERIENCE

Management Systems Improvement, LLC, formally American Quality Resources (AQR) / 1993- Present

Managing Partner

- Founded and managed a company offering ISO 9000 preparation and training services as well as extensive services assisting Client companies in developing their Management systems.
- Experience in a wide range of customer- and industry-specific standards and specifications including ISO 9001, 9002, 9003 (1994), ISO 9001:2000, ISO 9001:2008, ISO 9001:2015, QS-9000 (ISO/TS 16949), AS 9000 (AS 9100, AS9110, NADCAP, FAA), EN 46001 (ISO 13485), Guide 25 (ISO 17025), ISO 14000, OHSAS 18001 (ISO 45001) and ISO 27001.
- Designed and delivered a six-week training program as part of a JTPA grant with the federal government to retrain quality and other professionals to become ISO 9000 consultants and auditors.
- Trained fellow MSI consultants to deliver all MSI consulting and training products. Responsible for all aspects of market development for MSI.

ITS-Intertek (formerly Inchcape Testing Services- 1991 - 1993 Intertek)

Senior Account Manager

- Responsible for sales of ISO 9000 training, consulting, and registration services and other third-party Quality Assurance services within the six-state mid-Atlantic region.
- Instrumental in developing ISO 9000 products such as consulting, program planning, and management, preparation, internal auditor training, and assessment for registration.
- Acted in a project manager role in bringing over (40) clients to ISO 9000 Registration by leading Intertek and Client personnel through preparation phases toward assessment.

ACTIVITIES

- Numerous ISO 9000 Speaking Engagements
- Several Published Articles
- Various ISO/AS/QS seminars & training classes (ongoing)
- Elected Member Town of Coventry Board of Education
- Member Coventry Republican Town Committee

AWARDS

- Intertek "President's Club Performance Award", second half 1992
- Intertek "Outstanding Performer of the Month", 10/1992, 1/1993

COURSES

Practical Auditing, Assessment, and Registration (Lead Assessor) certificate

1991

**Learning International:
Professional Selling Skills**

1991

**Dale Carnegie Sales Manager's
Workshop**

1993

**Dale Carnegie Sales Course,
graduated**

1993



Solarex Corporation; Rockville, Maryland / 1984 - 1990

Director, Mexico Operations

- Assumed control of a troubled manufacturing facility in Matamoros, Mexico for this subsidiary of Amoco Corporation. Responsible for all phases of plant operations including manufacturing, quality, process engineering, inventory control, maintenance, procurement, and transportation.
- Managed million-dollar-plus inventory to within +/- \$3,000 accuracy, increased output by 100%, increased productivity from 50% to 95%, and improved profitability from a \$70k loss per month to \$40k profit per month.
- Expanded operations to assume further assembly operations from the home plant and instituted a management process that improved manufacturing methods, heightened quality awareness and compliance to process specification, and improved performance to schedule.

Director of Quality Assurance

- Responsible for Quality Assurance Management worldwide in all divisions of the company.
- Led efforts in the development of foreign operations through on-site supervision in the People's Republic of China, Hong Kong, Macau, and Mexico.
- Dealt extensively in international operations and market development through work in Spain, France, Germany, Mali, and Australia.
- Represented the company for six years on the ASTM standards-writing committee; worked with other company representatives in preparing internationally compliant industry standards. Began development of Corporate Total Quality Management (TQM) program.

Quality Assurance Manager

- Responsible for direct management of Quality Assurance for four local plants in the Crystalline Division and one plant in the Aerospace Division.
- Generated quality policy for all domestic divisions in Maryland and Pennsylvania as well as subsidiaries in Hong Kong and Sydney, Australia.
- Developed in-house product qualification and re-certification program including written procedures for all phases of testing.

Quality Assurance Engineer

- Primarily responsible for establishing a documented Quality Assurance program meeting all requirements of MIL- Q-9858A and NASA NHB 5300.4(1C).
- Wrote Quality Assurance Manual which included all forms and interdepartmental activities related to the quality program including inspection instructions and sequencing within the manufacturing process, written inspection and test standards, and an operator training and certification process.

COURSES

ISO9001:2000 Transition
(Intertek)

2001

ISO 9001:2000 Transition
(RWTUV)

2001

ISO 9001:2008 Transition (TUV-
USA)

2009

ISO 9001:2008 Transition (TUV-
USA)

2009

Understanding AS9100 Rev C
(SAE International)

2010

Internal Auditor Training for
AS9100C (Stat-A-Matrix)

2011

AS9100D Lead Auditor
Training (SAE International)

2021

AS13100 Quality Foundations
(SAE International)

2022



Commonwealth Scientific Corporation; Alexandria, Virginia / 1991 - 1993

Manager of Materials and Quality Control

- Hired as part of a reorganization of a closely held manufacturer of proprietary High-Vacuum Ion Beam Etching Systems intended for research and production in the semiconductor industry.
- Duties included management of material control, purchasing, quality control, shipping, and receiving.
- Management of suppliers and re-sourcing resulted in materials cost savings of 10 percent in addition to trimming incoming inspection rejections by 75 percent and eliminating almost all returns to suppliers for nonconforming material.

Bowles Fluidics Corporation; Silver Spring, Maryland / 1980 - 1983

Quality Control Manager

- Hired at the onset of the Company's entrance into the high-technology automotive market to establish a comprehensive quality assurance/quality control program for Ford Q-101 and General Motors Targets for Excellence
- Management duties included interfacing with the Engineering Department in the establishment of quality specification and performance requirements, surveys and selection of suppliers capable of manufacturing large volumes of plastic injected molded parts within tolerances of + .001 of an inch, hiring, and training inspectors, layout inspectors, and supervisors and handling of all aspects of customer relations.

Pratt & Whitney Aircraft; East Hartford, Connecticut / 1972 - 1979

Vendor Quality Assurance Representative

- Provided surveillance of a supplier manufacturing fuel metering devices and coverage of another NDT supplier performing FPI, MPI, and X-ray inspection for leading manufacturers of commercial and military gas turbine jet engines.
- Provided itinerant surveillance of sheet metal, casting, forging, and machining suppliers. Prior duties within the company included serving as layout inspector and inspector.

