PROBITAS AUTHENTICATION™

Richard Clarke Randall

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Areas of Technical Knowledge and Experience

Lean Six Sigma	SAE AS 9100 (Rev. D)	ISO 19011 (Auditing)
5S & Visual Management	SAE AS 9102B (FAI)	Quality System Auditing
Process Mapping (VSMs,	SAE AS 9146 (FOD)	Remote Auditing
SIPOC & Turtle Charts)	SAE AS 5553A	Supplier Assessments
Strategic Planning	SAE AS 6081	Supplier Management
Gantt Charting	SAE AS 6174A	Due Diligence
ISO 17021	SAE AS 9101 (Rev. F)	GAFTA Requirements
ISO / IEC 17020	SAE AS 9104/1	Flowcharting (ISO 5807)
Mechanical Testing	SAE AS 13000 (8D)	BPMN 2.0
ISO / IEC 17025	SAE AS 13003 (MSAs)	Online DQS development
ANSI/NCSL Z540	ISO 9001	Technical Writing
ANSI/ASQC M-1 / M-2	ISO 10015 (Training)	Effective Presentation
ISO 10012-1	ISO 31000 (Risk)	NTEP VCAP Auditing
Calibration / Metrology	MIL-STD-1629A	Electronic Equip. Repair
Sampling & SPC	ISO 22301 (BCMS)	ANSI/ESD S20.20
ASQ /ANSI Z1.4	NFPA 1600 (2019)	21-CFR-820
FMEAs & FMECAs	AAR M-1003	10-CFR-50 / 10-CFR-21
SAE ARP 5580 (FMEA)	Root Cause Analysis	ASME NQA-1
SAE AS 13004 (PFMEAs)	(Fishbone / Ishikawa)	API Spec Q1 (9th Ed.)

Employment:

August 1995 - Present

Contract Executive / Management Consultant / Quality Systems Auditor
Dallas, TX

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 [Previously ISO 9001 Registered by NQA, USA Until 2021. Now a "Gafta Approved Superintendent"]
- 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)). (2008-2010)
  - 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; transitioned to ISO 9001:2008 registeration 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)
    - implementing Lean Six Sigma management systems
    - performing *Value-Added Assessments* of their Business Model
    - developing and implementing effective risk management systems
    - Implementing SMART action plans
    - Obtaining GAFTA Certification (Superintending, Analytical & Fumigation)
  - Making recommendations and assisting clients in *Kaizens* & *re-engineering* projects
  - Making recommendations and assisting clients in developing electronic (paperless) documentation systems (accessible on computers, iPads / Tablets, etc.), such as:
    - Web-based document / knowledge management systems (such as, "DokuWiki" & "Microsoft Teams")
    - 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 ISO 9001, ISO 17020, ISO 17025, or Gafta compliant quality systems. Current and past consulting clients include:
    - Russell Marine Group-PNW Laboratory [Gafta Approved Analyst]
    - Precision Metal Manufacturing [AS9100 registered by Orion]
    - R&G Laboratories, Inc. [ISO 17025:2017 accredited by ANAB]
    - Russell Marine Group [GAFTA Certified Superintendent]
    - Thionville Surveying Co. [ISO 9001 registered by NQA, USA & GAFTA Certified Superintendent]
    - Thionville Laboratories [ISO 17025 accredited by ANAB]
    - 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]
    - Triton Fumigation, LLC [GAFTA Certified Fumigator]
- 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)
    - 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 [ISO 17025:2017 accredited by ANAB]
    - Intertek Consumer Goods – Arlington Heights, IL, Oak Brook, IL & Springfield, NJ locations

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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 • 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

- "AS 9100 Aerospace Auditor" – Probitas Authentication Certificate No. 1619032756. Auditor OIN 6128525982.
  Previously Exemplar Global certified "AS9100 Aerospace Auditor" - Certification No. 110366.

- Formerly an IRCA Certified "QMS Principal Auditor" (ISO 9000) - Certification No. A005891 (1993-2018)

- RAB IATCA auditor certification program "Responsible Person" (for audits conducted after 08/02/94)

- Lean Six Sigma Green Belt (Certified by GoLeanSixSigma.com)

- NTEP VCAP Auditor (Certified by NQA-USA), May 17, 2017

- FCC "General Telephone Operator License" # PG-6-8438, Issued August 9, 1984

PROBITAS AUTHENTICATION

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, 2021
EXPIRATION DATE: DECEMBER 14, 2024
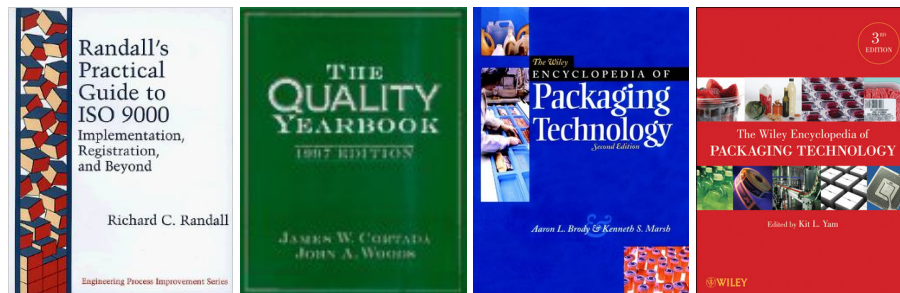CERTIFICATION NUMBER: 1619032756

Director of Probitas Authentication

GREEN BELT CERTIFICATION

COURSE VERSION 2017

GOLEANSIXSIGMA.COM PROUDLY RECOGNIZES THAT

Richard Randall

HAS SUCCESSFULLY COMPLETED TRAINING AND CERTIFICATION FOR

Lean Six Sigma Green Belt

Validity of this Certificate may be verified at **GoLeanSixSigma.com/Verify** or by scanning the QR code to the right.

April 8, 2018	28837655	4 CEUs / 32 PDUs
DATE COMPLETED	CERTIFICATE NUMBER	CONTINUING EDUCATION UNIT(S)/ PROFESSIONAL DEVELOPMENT UNIT(S)

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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/NCSL 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/NCSL 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.

Training: Due to the large number of courses I've attended, the following listing excludes most web-based / online training I've completed:
- "Information & Communication Technology (ICT) Auditing Procedure" (by Platinum), 9/29/21
- NQA, USA – AS Training on AS9104-1, -2, -3, OASIS Rev. 3 and OCAP Tool, 09/09/21
- Udemy, "Business Process Modeling A-Z™: Learn BPMN 2.0 From Scratch", April 16, 2021

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- NQA, USA – "Remote Auditing - Part II Webinar" January 6, 2021
- "Information & Communication Technology (ICT) Auditing Procedure" (by Platinum), 9/28/20
- "NQA, USA – CPAR Training for AS6081 Auditors", June 22, 2020
- "NQA, USA – CPAR Training for Aerospace Auditors", May 18, 2020
- "NQA, USA – CPAR Training", May 18, 2020
- "NQA, USA – Remote Audit Training & COVID-19 Update", March 18, 2020
- "Performing AQMS Audit Reviews" (by Platinum), February 08, 2020
- "NQA, USA – Remote Auditing", September 13, 2019
- "NQA, USA – Measuring Processes", June 24, 2019
- "ISO 19011:2018 Auditor Update Training" (by Platinum), June 19, 2019
- "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
- 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

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- 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
- "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".

Contributor to the SAE G-14 Americas Aerospace Quality Standards Committee (AAQSC) – subcommittee responsible for the SAE AS 9102 "Aerospace First Article Inspection Requirement"

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:

Word Processors: • Microsoft Word 2019 (Mac) • LibreOffice v7.2 – Writer (Cross Platform)	Presentation Software: • Microsoft Powerpoint 2019 (Mac) • LibreOffice v7.2 – Impress (Cross Platform)
Spreadsheets: • Microsoft Excel 2019 (Mac) • LibreOffice v7.2 – Calc (Cross Platform)	Project / Task Management: • Gantt Project v3.1 (Cross Platform) • Task Coach v1.4.6 (Cross Platform)
HTML Editors & Web Publishing: • BlueGriffon v3.0.1 (Cross Platform) • SeaMonkey Composer v2.53.9 (Cross Platform) • Bluefish v2.2.12 (Cross Platform)	Risk Management: • Risk Reduction Overview (online) http://rro.sourceforge.net/tool/ • FDA-iRISK 4.0 (online) https://irisk.foodrisk.org
Flowcharting & BPMN: • Camunda Modeler v4.11 (Cross Platform) • Draw.io-Desktop v15.4.0 (Cross Platform) • Click Charts v6.01 (Cross Platform) • Edraw v8.4 (Mac) • LibreOffice v7.2 – Draw (Cross Platform) • Gliffy (online) • LucidChart (online)	Publishing (eBook / PDF): • Sigil v0.9.14 & v1.6 (Cross Platform) • PageEdit v1.6 (Cross Platform) • PDFsam v4.2.8 (Mac & Windows) • PDF Expert v2.5.18 (Mac) • PDFpenPro v7.3.4 • PDFelement Pro v6.0
Web-Based Document Management Systems: • DokuWiki (2020-07-29, "Hogfather")	FTP (File Transfer Protocol): • Classic FTP Plus v4.03 (Mac)
Web Conference Apps: • Zoom • WebEx • Microsoft Teams • GoToMeeting	Internet Browsers: • Safari v15.0 (Mac) • Brave v1.32 (Cross Platform) • Epic v91.0 (Cross Platform) • Firefox v94.0 (Cross Platform)

Advanced coding knowledge of HTML 4.01, HTML 5, CSS 2, XHTML 1.0 & 1.1, "DokuWiki" syntax coding.

References: Available upon request.