Dagmar Stange – Independent Auditor/ Assessor/ Consultant 12/09

Activities/Competencies

1) Senior Lead Auditor: Industry Scopes: EAC 29, 33, 35, 36

	Standards:		
		ISO 9001:2008	Quality Management Systems
		ISO/IEC 27001	Information Security Management Systems
		ISO/IEC 20000	Information Technology Service Management

2) Assessor: EFQM Excellence Model, EFQM Brussels

3) Independent Consultant/Instructor

Assessments, Analyses and Consulting of Organisations regarding TQM, Information Security, IT Service Management; Strategy, Objective and Process Development; Surveys.
Training Deliveries for ISO 27001 standard (Introduction, Implementation, Audits)

Strengths: Profound experience as a manager at IBM with international responsibilities and strong competencies in the understanding of managerial, human resource and process management aspects of complex organisations working in a global environment

Main Clients/Areas: Organisations for IT/TC solution and service provision / IT Service Management, software development, process management; Public organisation, Personnel Agencies;

Auditor / Assessor

Last auditor certifications

Jan/June 2006 ISO 27000 / ISO/IEC 20000

Senior Lead-Auditor

since 1994   for various national and international Accreditation Companies: national and international audits (in German, English, partial French) within Europe; large key accounts, international and global organisations (Information Technology, Telecommunication, Broadcast/Network, IT/Data Centres incl. Banking/Finance, Personnel Agencies;

European Quality Award Assessor

1999-2001   for EFQM Brussels, Belgium

Consultant

20007/2008   **Instructor for ISO 27000:** Introduction, Implementation, Audits

Head of own consultancy 'DSConsult' with various independent consultants since 1995

April 2000-   **Winner of the 'Model Project for Virtual Organisations'**
May 2001   awarded and promoted by MFG Medien- und Filmgesellschaft Baden-Wuerttemberg in cooperation with Fraunhofer Institute - Institut fuer Arbeitsorganisation, IAO, Stuttgart, University of Hohenheim, Germany, Research Centre for IT (FZI), Karlsruhe); Coaching of various Master Theses about 'Virtual organisations and approaches'

1996-2003   Consultancy in Quality Management, employee surveys (SBE and Public organisations); Programming Projects - Y2K, Euro conversions and others - for Banking Data Centres, IBM;

Employments up to 1995

IBM Deutschland Entwicklung GmbH

Quality Mgr.   IT Research & Development: Process Management/Engineering, Software Development Processes, Implementation of Quality Systems

Chief Auditor   internal system audits (ISO 9001) and IBM Business Partners

Assessor   Malcolm Baldrige Criteria for Performance Excellence; Assessments: IBM Network Service Centre, Germany; IBM France, Finance Sector, Paris;

IBM Europe S. A.

Program Mgr.   London (1.5 years) and Paris (2 years): Business Plans/Product Planning for PC International responsibilities within EMEA (Europe, Middle East, Africa)

IBM Deutschland GmbH

Manager   in sections such as SW Development, Product Translation, Product Planning, Distribution;

Suedflug/Lufthansa

Stewardess   on international world wide routes

Honorary Activities

➢ Software-Zentrum Boeblingen/Sindelfingen e. V., Member of Advisory Council (1997-2005)
➢ City Marketing Projects since 1993, Chairman of the Executive Committee (2002-2005)

Languages

German, English, French