

# Instructor Résumé

## Mark A Kramer Consultant and Professor in Metrology and Calibration to Technology Training, Inc.

Mr. Kramer has over 30 years experience in the field of metrology and quality assurance. His experience in both government and industry covers a variety of laboratory, quality assurance and management functions, including hands-on calibration experience, training and supervision of laboratory personnel, developing quality management systems and auditing.

### EXPERIENCE

- 2012 - *Director of Quality Division* for Marine Depot Maintenance Command (MDMC), based in Albany, GA. MDMC consists of the Marine Corps' two depot remanufacturing facilities, employing approximately 3000 employees and rebuild all types of Marine Corps weapon systems. The Quality Division consists of Quality Assurance Specialists who perform investigations and audits, Inspectors who perform incoming, in-process and final inspections, and Configuration Data Specialists that receive, validate, maintain, and issue latest technical documents for the rebuild and repair of weapon systems and components. Mr. Kramer provides strategic direction and works with Quality Branch Managers at both plants to provide robust Quality Assurance and Quality Control support throughout the plants, and to maintain the QMS to meet and exceed the requirements of ISO 9001:2008.
- 2008-2012 *Supervisor* of the acquisition and life cycle support of Automated Test Equipment and Application Program (ATEP) Sets for the maintenance of Radar, Communication, Electro-Optics, Ordnance, and Ground Vehicles used throughout the Marine Corps. He develops, implements and revises processes that meet ISO 9001 to standardize and optimize work processes. He adjusts workload IAW changing priorities, monitors all aspects of services provided, analyzes problems and potential problems, conducts research, summarizes results, and implements the best solution or makes recommendations as appropriate.
- 2006-2008 As the *Quality Assurance Specialist* for 1) A full range Metrology Laboratory, 2) A Radiation calibration laboratory, 3) A Chemical Biological Testing Laboratory, and 4) The Automatic Test Equipment Program. Mr. Kramer provided all levels of Quality Assurance (QA) and Quality Control (QC) including authoring or revising quality system processes (QPs) and quality instructions (QIs) to comply with ISO 9001:2000 and ISO 17025. His multi-faceted technical work environment included:
- 1998-2006 As *Marine Corps Metrology Quality Program Manager*, Mr. Kramer served as technical authority for all ground Marine Corps Metrology Quality Program functions which included the training and oversight of 12 calibration laboratories to meet National Quality Standards. He designed and developed the Quality Management System utilized throughout the Marine Corps Metrology Program and adopted by numerous other calibration laboratories in the Navy and commercial industry. He orchestrated the development of an all-inclusive web based QMS still used by USMC, and the Department of Navy. Mr. Kramer developed the Marine Corps audit program that was accredited in 2004 by IAS. This audit program was the first in DoD to be accredited. He also developed, implemented, and managed supplier certification process for calibration support procured from outside of the Marine Corps Metrology (METCAL) Program.
- Mr. Kramer developed and presented formal courses to over 300 civilians and Marines. The curriculum (later adopted by the Marine Corps formal Calibration School) included: "Understanding the ANSI-NCSL-Z540," (16 hours); "Implementing a Quality System in Metrology," (16 hours); "Internal Audits for Calibration Laboratories to ANSI-NCSL Z540," (24 hours)
- 1979-1998 Mr. Kramer worked as a *technician* and later as *supervisor* in Electronics, Physical Mechanical and RADIAC calibration areas. He became proficient in repairing and calibrating test equipment including: Microwave, Frequency Counters, Signal Generators, Power Supplies, Engine Dynamometers, Oscilloscopes, Spectrum Analyzers, Pressure, Torque, Dimensional, Mass, Temperature, and Alpha, Beta and Gamma Radiation measuring instruments. Mr. Kramer worked in a team environment in multiple locations and under various working conditions repairing and calibrating all types of test equipment both in the laboratory environment and industrial environment such as engine and transmission dynamometers, metal detectors, chrome plating, and various test stands and generators.



## EDUCATION

Valdosta State University, Valdosta, GA; Bachelors in Education, 1996  
Southern Polytechnic State University, Marietta, GA; Quality Assurance Program (Graduate Level),  
Fluke Met/Cal *Procedure Writing, Advanced Procedure Writing*, 2001.

## PROFESSIONAL ACTIVITIES AND PRESENTATIONS

1998-2006—Represented the Marine Corps Metrology Quality Program at International, National, and Department of Defense conferences concerning Metrology.

“Web-Based Quality Management System” presented at the International Conference of Standards and Laboratories Conference in Tampa Florida, 2003

“Metrology Quality Assurance in a Global Environment,” presented at the Measurement Science Conference, Anaheim CA, 2001

“Managing an Enterprise Quality Assurance Program,” presented at NCSL’s Regional Conference in Atlanta GA, 1999

1998-2006—Represented the Department of the Navy as a voting member on the committee for the ANSI/NCSL Z540 National Standard for Calibration Laboratories.

1998-2006: Active member on the NCSL 174 Committee: participated in evaluations of International and National Quality Standards. Participated in evaluation of the ISO 17025 and voted to implement it as the National Standard for the United States. Co-authored the published results comparing ISO 17025 to ANSI/NCSL Z540.

2002-2006—Represented the Marine Corps in the Department of Defense’s “Joint Technical Calibration Group.”

## PROFESSIONAL TRAINING

- J-STD-001 Solder training, MCLC Albany, (16 hours), Aug 2006
- Logistics Command Academy, MCLC Albany, (40 hours), Sep 2006
- Calibration of Radiation Survey Instruments, Haliburton, (40 hours), June 2005
- Principals of Metrology, Fluke, (40 hours), Nov 2001
- Calibration Laboratory Management, Technology Training, Inc., (8 hours), October 2000
- ISO 9000 Lead Auditor Training, Stat-A-Matrix, (40 hours), Sept. 1998,
- Calibration System Requirements, DLA, (24 hours), Mar 1998
- Process Measurement Assurance, JTI Systems, (16 hours), July 1998
- ISO 9000 Auditing Principals (1&2), Defense Logistics Agency, (72 hours), June 1998
- ANSI/NCSL Z540, Calibration System Requirements, Defense Logistics Agency, (40 hours), March 1998
- ISO 9000 Applications, Defense Logistics Agency, (24 hours), Dec. 1998, Richmond VA
- DoD In-Plant Quality Evaluation, Defense Logistics Agency (80 hours), Dec. 1997
- RADIAC Instrument Maintenance and Calibration Course, Dept. of Navy, (180 hours), 1983
- Mechanical Measurement and Calibration, Lowry AFB, (150 hours), 1982
- Microwave Measurement and Calibration, Lowry AFB, (150 hours), 1982
- Advanced Electrical/Electronics Calibration, Lowry AFB, (120 hours), 1982
- Test, Measurement, and Diagnostic Equipment Repair Course, MCLB Albany GA, (600 hours), 1980
- Basic Electronics Course, 29 Palms CA, (390 hours), 1980
- Communication Electronics, Lee County Area Vocational Technical School, Ft. Myers Florida, (900 hours), 1977

## PROFESSIONAL LICENSES/CERTIFICATES

ISO 9000 Registered Auditor, Certification No. L-10-5513, Sept. 1998

ISO 9001:2000 Transition Training, Certification No Z2515, Aug. 2003

## PROFESSIONAL RATINGS, AWARDS, AND RECOGNITIONS

- 2011-Authored two professional training courses; “Calibration Laboratory Management”, and “Understanding ISO 17025”.
- 2006-Co-author of American National Standard, ANSI/NCSL Z540-3
- 2002-2006 – Represented the Marine Corps in the Department of Defense’s “Joint Technical Calibration Group”.
- 1998-2006- Represented USMC as voting member on Technical Group 174 – ANSI/NCSL- Z540 committee, co-authored numerous published technical studies.

