



Donna L. Colburn

Quality Assurance & Quality Management



Donna L. Colburn specializes in Quality Assurance & Quality Management. As an expert in her field, Ms. Colburn's solid and professionally diverse background includes twenty (20) years of experience. She has been

successful in implementing ISO-9000, TL-9000, AS-9100, and TS-16949 as a consultant, trainer, and auditor in a wide variety of industries.

In the United States Navy, Ms. Colburn held the positions of Quality Assurance Supervisor, Auditor, Instructor, and Control Material Officer. Donna was with the Department of Defense and served as a NAVSEA Submarine Safety Certification Auditor and NAVSEA SUBSAFE Certification Lead Auditor. She conducted quality system certification audits on the 688, Trident, and Seawolf class submarines, and was the Lead Auditor on the 688 and Trident class ships. Donna performed product verifications and procedure reviews of contractors' procedures, practices, and systems based on Mil-Q-9858A requirements.

Donna has worked as a business improvement consultant for over 15 years. She has assisted customers in defining and implementing quality management systems, developing and implementing internal training programs and

manuals, as well as acting as a Project Manager to facilitate business improvement and definition by developing strategic programs and implementing organizational process mapping.

Donna has provided consulting, training, and auditing in the aviation, federal government, telecommunications, automotive, chemical, printing, whole food supplement, service and manufacturing sectors with regard to ISO 9000, TL-9000, AS-9100, and TS-16949 compliance/registration. Ms. Colburn has also assisted companies in business start up and improvement activities by working with stakeholders in defining their processes, goals and objectives, and measurement systems - with particular emphasis on Customer Satisfaction.

Donna has developed a wide variety of training courses, including Internal Auditor, Lead Auditor, Implementation Courses, Corrective Action, Process Mapping Courses, Project Management Courses, Customer Service, Team Facilitation Courses, etc.

Ms. Colburn's clientele includes FlightWorks, Standard Process, Ford Motor Company, Chrysler Corporation, United Airlines, Pentastar Aviation, Sky Partners, Motorola, JDS Uniphase, Technaplas, Flexsys, Ardent Technologies, the U.S. Navy, the Maryland Center for Quality and Productivity, the Byrd Institute, Hughes Missile Systems, Titon Technical College, and W.L. Gore.

Donna holds Registered Lead Auditor status with the International Register of Certificated Auditors (IRCA) in the United Kingdom.