

**Subject:** Official appeal to US TAG 176 alleging cronyism, flawed election process  
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**Date:** 11/11/2015 10:43 AM  
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**To:** Standards Email <Standards@asq.org>

Julie Sharp:

Pursuant to ANSI TAG rules for TAG 176, and upon ANSI's requirement, I am requesting an investigation into the election irregularities seen during the October 2015 TAG 176 leadership elections. You may treat this as an "appeal" pursuant to section 11, which provides for the following:

*Directly and materially affected U.S. national interested parties who believe they have been or will be adversely affected by an action or inaction of the TAG or its Administrator shall have the right to appeal.*

The following allegations are made and the TAG is requested to conduct a thorough and independent investigation.

**ALLEGATION 1:** The TAG Leadership in general, and Alka Jarvis in particular, conducted a fundamentally flawed election, designed to continue a history of cronyism, and to intentionally deny access to leadership by otherwise democratically nominated candidates. Ms. Jarvis personally approached two candidates for TAG Chair consideration (Craig Williams and Paul Palmes) **prior to** their nomination, and received their nominations only **after** they had agreed to be put on the ballot. Alan Daniels, who was not approached by Ms. Jarvis, was nominated by the membership, but then intentionally left off the ballot, without any justification given. The result was that TAG rules for elections were not followed, and that both the nomination process and ballot were fundamentally flawed, allowing Ms. Jarvis to select her successor outside of any democratic process. Within weeks, Ms. Jarvis appeared at a marketing event alongside her chosen successor, Paul Palmes, and one of the consultants who also sat on her nominating committee, JP Russell; this further lends credence to the charge of cronyism, and points to a motive for Ms. Jarvis' selection of Mr. Palmes.

**ALLEGATION 2:** In order to ensure he was elected, Ms. Jarvis, the Nominating Committee and the TAG Leadership did not vet the resume and background of Paul Palmes. Had they done so, they would have found that Mr. Palmes had entered incorrect information his nomination form, and had exaggerated his related ISO and quality work experience by "padding" his resume, resulting in his claiming over 20 years of experience for which he does not have. Specifically:

- On his TAG nomination form, Mr. Palmes incorrectly claimed "12 years" experience at Golden Valley Products, but then indicated that was comprised of "3 years as President with financial responsibilities, 5 years QA." This totals to only eight years, not twelve.
- On his TAG nomination form, Mr. Palmes incorrectly claimed he had 10 years experience at Northern Pipe, when in fact he was hired by them from Sept. 1998 to March 2007, or a total of 8.5 years.
- Mr. Palmes has claimed his experience at Golden Valley Products included ISO 9001, but the company has never achieved ISO 9001 and was not even compliant during that period.
- Mr. Palmes has claimed his consulting firm Business Standards Architects Inc. was launched in 2007, when official records show it was formed in 2011.
- Mr. Palmes has claimed he worked as a Lead Auditor for SAI Global for 8-10 years (directing claims), and that he continues to work for them as of now; in fact, he only worked for SAI from 2009 to 2014.
- Mr. Palmes has claimed he worked for The QC Group Inc. since 2002, and that he still works there; in fact, he only worked with them from 2007, and no longer works with the group at all.
- Mr. Palmes claims, on his website, that Trollwood Performing Arts School is an ISO 9001 consulting client of his company, when in fact he did no such consulting for them, and Trollwood has no knowledge of what ISO 9001 is. In truth, he conducted unrelated consulting, which appears not to have been related to quality management at all.
- Mr. Palmes claims he is currently the Chair of TC 176/SC1/WG1, when this is in fact held by Craig Williams.
- Mr. Palmes claims he co-chaired the IAF ISO 9000 Advisory Group with Nigel Croft, when in fact he held

the position after Dr. Croft, when it was subsequently disbanded.

- Mr. Palmes has made the claim in at least one online venue that his experience included ISO 9001 consulting as early as 1986, which is impossible since the standard was not published until 1987.
- Mr. Palmes has made the claim in at least one online venue that his experience in general quality management goes back to 1984, but there is no verifiable evidence of this.
- Mr. Palmes has claimed expertise in quality management related to software development, but there is no evidence Mr. Palmes has ever developed software.
- While not fully problematic in its own right, it is worth mentioning that Mr. Palmes implies in various online venues that ISO, ANAB, ASQ and the US TAG are employers, rather than organizations for which he did volunteer work.

Mr. Palmes' total exaggerated experience comes to 23.5 years of experience not substantiated by the employers or available records. In reality, it appears his only ISO 9001 related experience prior to his work on the TAG was with Northern Pipe, which subsequently dropped ISO 9001 entirely. In addition, an obvious pattern of exaggeration of credentials is evident from Mr. Palmes' online presence and published record since at least 2001.

Furthermore, as the TAG's self-proclaimed "ethics expert," Mr. Palmes has displayed dubious decision making abilities that show ethical lapses. In 2014 he attended an event hosted by an unaccredited certificate mill on risk management (G31000) which had been exposed as being run by a serial plagiarist; Mr. Palmes stepped in to replace another speaker, White House risk advisor Dr. Karen Hardy, after she stepped down due to the controversies. Mr. Palmes was alerted to the controversies surrounding G31000 and its organizers, and attended the event anyway, bringing the TAG into further disrepute.

**Proposed solutions:** in response to both Allegations, it is recommended that the TAG cancel out the results of the previous election, and hold new elections between candidates formally nominated by the membership, without exception. Furthermore, it is recommended that the TAG take appropriate action to curb cronyism in its ranks, and limit the dominance of private consultants in the leadership, which stands in violation of ISO and ANSI rules prohibiting the control of any single stakeholder group.

Please note that both Mr. Palmes and Ms. Jarvis were given an opportunity to address these allegations, and declined to respond.

Please also note the allegations made herein are qualified privileged speech, made with the intent of supporting a request for investigation, and do not constitute defamation or libel.

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