

Subject: Attn: Chris Paris---Incomplete information posted on your website regarding American Global Standards
From: "Stephen S. Keneally" <info@americanglobal.org>
Date: 1/23/2014 3:57 AM
Attachments: ☐ AGS Accreditation Letter General 8-22-13 Rev 3.docx (30.7 KB),
☐ Accreditation AIAO-BAR vs. ANAP.doc (36.0 KB),
☐ Advanced Surveillance & Recertification Procedures-2008 ASRP.pdf (192 KB)
CC: <chris@oxebridge.com>
To: <oqr@oxebridge.com>

Dear Mr. Paris-

I recently became aware of some of your blogging where you have posted misleading, incomplete & as related to the RAB lawsuit against American Global Standards, LLC (AGS), untrue information.

So, please allow me a moment to set the record straight---since it appears you have an incomplete picture of the situation as it & AGS have evolved over the last 20 years as a registrar/CB of ISO quality & various other management systems.

But first, let me say your satire in the SAAE "DumbAS9100" was hilarious. You are really funny & hit the nail on the head! Also, the ISO9001 Alphabet Soup is excellent & I wish I had known about it & been able to submit it to our own lawyers as well as to the Federal Judge -Rya W. Zobel in our lawsuit with RAB (now ANAB) since she ended up so completely & utterly befuddled by the 'alphabet soup' that she just wanted the "complete waste of time" case to be over, alas I digress.

American Global Standards, LLC (AGS) formerly Scott Quality Systems Registrars, Inc. (SQSR) & after merging with Davy Registrar Services (DRS), in 1999 becoming--Davy Scott Registrars, Inc. (DSR) is an accredited, recognized CB, in business since 1993. AGS has over 5000+/- certified companies worldwide.

Only 1000+/- companies, mainly in North America currently participate in the AGS VirtualCert™ program based on the Abbreviated Surveillance & Recertification Procedures (ASRP) link attached. These are 'sanctioned interpretations' issued by the IAF (International Accreditation Forum) a trade organization you believe in & whole heartedly endorse, even though it is a complete sham founded & controlled entirely by Randy Doherty (if you doubt my claims I will be happy to supply you with the tax returns for the IAF which are signed by Doherty). The other 4000+ AGS certified companies are audited on site annually per ISO 17021, the traditional method employed by all the other CB's, except when they rarely use the ASRP for "special" --meaning-- really big clients.

The problem between AGS with ANAB began & the lawsuit was initiated in 2003 after AGS had been accredited by RAB for more than 10 years. The lawsuit was settled in 2008—more than 5 years ago--its old news --their bogus claims are more than ten years old & were based on minor administrative NCR's which we disputed--you only have ½ the story—AGS counterclaims for "unfair & deceptive business practices" against ANAB were allowed to proceed according to Federal Court Judge Rya W. Zobel who ruled on the case. However, after more than 5 years we felt we had wasted enough money & time so dropped our counter claims in the case (see above Re: alphabet soup, the judge was so confused it was ridiculous).

ANAB did not get a penny! Not a cent—that tells you the real story, because RAB/ANAB had no evidence that we ever issued any certificate improperly, let alone "nearly 100 Japanese ISO 9001 certificates" as your article asserts.

We had 200+/- Japanese clients who were issued valid AGS/RAB logo certificates—RAB required AGS to rescind the previously issued RAB logo certs (which we did at great expense & damage to our business) & not issue any new AGS/RAB logo certificates.

Another RAB/ANAB accredited registrar, Orion, under direction from Doherty subsequently conspired with AGS Japanese partner Mr. Hiro Nishajima of Techno Asia to interfere with more than 200 contractual relationships with Techno Asia/AGS's hard won customers to reissue Orion/RAB certificate to legitimate AGS customers in Japan stealing more than \$1,000,000+/- of AGS business built buy me personally during more than 25 visits to Japan starting

in 1999. To my knowledge, Orion Registrars management has never even been to Japan once, to this day.

If you had contacted me or read the entire case files & the judgment in the case, you would have noticed on the last page that the AGS counterclaims for “unfair & deceptive business practices” were allowed to proceed against ANAB, so ANAB/RAB didn’t really win at all & in fact, would have lost had AGS had the resources to continue with the judge approved & ordered counterclaims to trial. So I am surprised & disappointed that you left that information out of your article which it seems to me, you had to have known.

If on the other hand, you based your blog on the biased & incomplete article based on Quality Digest articles (Quality Digest is ASQ/RAB-now ANAB publication & Randy Doherty is the anonymous expert quoted). Go figure..... sloppy research on your part or do you have some other ax to grind?

Had you spoken with someone at ANAB, then you would know the whole basis for the suspension & withdrawal of AGS accreditation was bogus and based on a single “trumped up” minor administrative NCR that was improperly issued in the first place by an unqualified rookie auditor. Do you also know that in the two years preceding this bogus lawsuit, we paid ANAB \$172,000+ for the license to use their marks? Probably not. I will be happy to share with you the details of the bogus NCR if you have the time.

My belief is that the RAB action in suspending & ultimately withdrawing AGS’s accreditation was based on a ‘shakedown’ of AGS by RAB over performing onsite “witness audits” with RAB auditors flown Business Class to Japan, Korea & India where we had expanded.

After allowing a witness audit by RAB auditors to proceed in Japan on an ISO 14001 certification audit costing more than \$30,000 USD in RAB fees & auditor Business class travel expenses, interpreters & other outrageous fees for RAB office expenses, AGS refused to allow additional RAB witness audits in Korea & India where the business was not yet profitable & where we had less than 200 certified companies. The \$30,000 RAB witness audit fee did not include costs incurred by AGS in flying our auditors (as well as myself) over to Japan & their audit fees or living expenses while in Japan.

The witness audits in Japan were perfectly executed by the AGS auditors (both US based as well as auditors from our Japan offices)—there was not a single NCR issued or opportunity for improvement identified by the RAB auditor Mr. Steve Holladay.

On previous onsite RAB(now ANAB) office audits of AGS offices in Wayland, MA (a Boston suburb) RAB/ANAB lead auditor Mr. Steve Holladay had flown his personal twin engine private plane, a “Grumman Cougar” up from his home near Atlanta, Georgia & parked it at Hanscom airfield in nearby Concord, MA.

After I picked him up at Hanscom & took him to a nice dinner, Steve Halliday told me he needed to “exercise his plane,” then he had the audacity to bill AGS, thru RAB/ANAB for \$1400.00 +/- for “airfare” at a time when a fully changeable/refundable airline ticket from Atlanta to Boston could be had for \$300-\$400 roundtrip (in coach). The entire cost of the one day audit exceeded \$5000.00+/- which RAB/ANAB billed AGS.

When AGS moved offices from Wayland, MA to Cohasset, MA—25 miles away -less than six months later, RAB/ANAB sent Mr. Steve Halliday again to perform an onsite office audit of AGS operations. A couple of minor non-conformances were found, but not a single major non-conformance was issued. Not sure where he parked his private twin engine Grumman Cougar on this audit, but the RAB/ANAB bill was another \$6000-\$8000. Keep in mind, AGS was being audited to ISO 17021 & Guide 62. Which has been superseded.

After the Japan audit, I challenged Doherty’s scheduling of two more RAB witness audits in Korea & India. Both of which were unprofitable markets. Immediately, in retaliation at Doherty’s direction, RAB sent several auditors to AGS Oxnard CA offices on a special surveillance based on an alleged customer complaint.

I flew out from Boston on short notice another \$3500+/- During the “surprise” audit they wrote up a half- dozen or so minor NCR’s some of which we challenged & they were dropped; several we closed out immediately & one or two lingered until finally one minor administrative NCR that was totally bogus in the first place, was determined to be past

the 30 day response time, so Randy Doherty personally elevated this bogus minor NCR to a “Major” & on that basis “Suspended” AGS accreditation, which, since we followed all the RAB rules meant we could no longer issue RAB accredited certificates. This Suspension effectively shut us down in Japan, the only profitable market we were operating in due to honoring a non-compete agreement with NQA.

When we appealed the RAB suspension to ANSI—I flew to Washington DC to present AGS corrective action & the case that the NCR was unwarranted & factual bogus, Randy Doherty again personally intervened & behind closed doors (where I was not allowed to be present) held a meeting with ANSI whereby AGS accreditation was withdrawn. The appeal was a complete sham & as far as I am concerned both RAB and ANSI are a complete disgrace to the quality community.

I respectfully request that you remove or correct the incomplete & misleading information regarding AGS or publish/(link) this e-mail in its entirety in your next newsletter along with the attachment(s). Thank you.

Best regards

Steve

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