

2019-04-23

To whom it may concern,

I recommend Martin Lagerström for his skills in the quality management area. I have worked with Martin on a strategic project that resulted in a recommendation for a quality management system at Statistics Sweden, the national statistical institute of Sweden. We delivered a report that included action plans for its implementation. Our suggested system was a blend of EFQM, Six Sigma/Lean Six Sigma and Brink's Modern Auditing, which then became the basis for Statistics Sweden's work towards excellence. I have also worked with Martin on many other problems associated with quality issues at the agency in my capacity as advisor to two consecutive Director Generals.

I have known Martin for 16 years. He knows the quality management fields extremely well, the associated literature, and the important practical skills involved. He has also successfully developed a quality management system involving four different but collaborating organizations. Martin is very skilled, committed and an excellent consultant in this field. In my capacity as professor at Stockholm University I repeatedly used Martin for teaching quality management to my Masters students in statistics.

I am totally convinced that Martin's dedication and skills will give any client a risk-free return on investment. Along my recommendations Martin has started to prepare for PhD studies in quality management.

Martin's main areas of expertise are:

- Excellence models
- Management and total quality management systems
- Coaching & change management
- Leadership
- Cost-benefit analysis

A handwritten signature in black ink, appearing to read 'Lars Lyberg'. The signature is stylized with a large, sweeping 'L' and a long, horizontal stroke extending to the right.

Lars Lyberg

- Former professor of statistics, Stockholm University
- Former Head of the R&D Department, Statistics Sweden
- Retired advisor, Director General's office, Statistics Sweden
- Currently affiliated with Inizio, Inc and consultant on survey quality management