

Professional Profile

- Production/Quality Manager with 15+ years of manufacturing experience, including 3 years with a Tier One automotive supplier:
 - Quality program development
 - Product design and development
 - Waste reduction (Lean)
 - Process efficiency
 - Staff hiring, supervision and training
 - Document creation and maintenance
 - Continuous improvement (Kaizen)
 - Team facilitation
- Proactive, strategic thinker with proven ability to identify areas of potential improvement and creatively implement cost-effective changes
- Establish and maintain effective working relationships with colleagues, customers and suppliers
- Effective leader with a collaborative approach to cross-functional and departmental team building
- Excellent verbal and written communication skills
- Proficient in MS Office
- Ability to read and interpret mechanical drawings including Geometric Dimensioning and Tolerancing

Key Accomplishments

- Built relationships with key suppliers based on trust and integrity; collaboratively resolved supplier quality issues reducing rejection rate from 50% to 1%
- Developed and implemented cross-training program increasing job satisfaction, reducing overtime, improving quality and increasing operating efficiency from 65% to 85% within a 3 month period
- Investigated and researched bright nickel plating process and implemented improvements significantly reducing nickel plating defects and saving over \$200,000 in the first year
- Researched, tested and managed change from porcelain coating to powder coating resulting in significant decreases in material shortages and improved on-time delivery to the customer

Employment History

HAMMOND MANUFACTURING, ELECTRONICS DIV – Waterloo, ON

2007– 2010

Manufacturer of standard & custom electrical /electronic transformers.

Production Manager

- Led and managed Manufacturing Engineer, Quality Technician, 2 Lab Technicians, Maintenance Technician, Buyer, Production Planner, 3 Team Leaders and 36 Team Members
- Efficiently managed manufacturing operations including winding, laminating and assembly
- Implemented Continuous Improvement program resulting in cost savings of \$60,000
- Responsible for quality program and successful completion of full quality system audits by Honeywell and Ontario Power Generation confirming compliance to AS 9000, ISO 9000 and Z.299 standards
- Proactively led Health and Safety program as the Certified Management Representative achieving No Lost Time Accidents for past 540 working days
- Successfully retooled and re-sized manufacturing operations to efficiently produce small batch custom and standard product while increasing the number of on time deliveries to customers
- Key member of project team redeveloping data collection and reporting process which will increase accuracy of costs of materials, improve inventory management and identify opportunities for cost reductions

HEARTLAND APPLIANCES INC. – Cambridge, ON

Manufacturer of premium professional-style, 1930's and reproduction antique cooking and refrigeration appliances.

Production Manager

2004–2006

- Effectively trained and supervised 2 Team Leaders, 25 Team Members and 3 Maintenance staff
- Accountable for efficiency, quality, budgets and labour costs of production department
- Key member of Lean implementation team responsible for process efficiency improvements and development of Kanban system
- Managed quality and efficiency of various manufacturing processes including stamping, assembly, fabrication and nickel electroplating
- Identified and matched skills of team members to suitable positions resulting in increased morale, reduced turnover and improved performance
- Developed and implemented cross-training programs increasing flexibility in production units
- Led Joint Health and Safety Committee as Certified Management Representative and administered safety program

Quality Manager

2001–2004

- Created, revised and implemented Standard Operating Procedures (SOP) for manufacturing
- Designed non-conformance systems for use in problem identification, root cause elimination and mistake proofing (Poka-yoke) and trained staff in new procedures
- Developed relations with new suppliers and enhanced relations with current suppliers through clear communication of product requirements and cross-company teamwork on corrective measures
- Redesigned core sales products as a key member of the Design and New Product Team resulting in improved marketability and sales levels:
 - Facilitated process and parts rationalization, optimization and cost reduction during this stage
 - Assisted in product transition through documentation development, staff training and inventory reduction
- Standardized colour masters and maintained/improved drawings ensuring coating applications performed by external companies conformed to specifications
- Hired, trained and supervised quality assurance technician and engineering co-op student
- Monitored calibration and maintained records for all measurement and test equipment

JEFFERSON ELORA CORPORATION – Elora, ON

Tier One white body parts robotic welding and stamping facility for Honda vehicles.

Production Team Leader

1999–2001

- Trained and supervised 18 Team Members within two 5 million dollar production cells that operated over 2 shifts; each production cell consisted of 3 lines with 21 weld and transfer robots, 12 spot welders and 5 stud guns
- Planned, trained and implemented preventative and Total Productive Maintenance (TPM) programs for the production cells
- Developed training programs for Team Members, which increased efficiency and reduced overall quality index points

Quality Assurance Associate

1998-1999

- Co-developed quality assurance procedures through the creation and control of documentation during production start-up
- Ensured accuracy and standards of parts through verification using Datamyte measuring system
- Operated coordinate measuring machine (CMM) for fixture verification

Education

Honours B.A.Sc. (Consumer Studies) – University of Guelph	1993
Supervisor Studies Certificate – Sheridan College	1997
Quality Assurance Certificate – Sheridan College	1999
Electronics Technician Certificate – George Brown College	Present

Professional Affiliations and Certifications

Certified Management Representative for Joint Health and Safety Committee (WSIB)	2005
First Aid and CPR Training	2008– 2011
Member of American Society for Quality (ASQ)	1998–Present
Certified Quality Technician (CQT), American Society for Quality	2000
Certified Quality Engineer (CQE), American Society for Quality	2009
Member of Association for Operations Management (APICS)	2006–Present
(In process of writing exams for Certified Production and Inventory Management (CPIM) designation)	