

QUALITY PROFESSIONAL

Results oriented, highly motivated professional with a proven track record of delivering quality processes and systems. Combine analytical thinking and personal enthusiasm to drive continuous improvement in business processes and achievement of strategic objectives. Some other qualifications include:

- RAB Certified ISO 9000 and ISO/TS16949 Lead Auditor
- Abstract thinker with strong analytical skills
- Strong Facilitator and Team building skills
- Developed and implemented a Document System that highlighted bottlenecks and concerns for plant wide systems with checks and balances that enhanced production while increasing productivity
- Led training in problem solving and root cause determination
- Skilled in advanced quality principles
- A friendly calm individual that sees the big picture and can see situations from all sides

Professional Expertise

Leadership, Mentoring and Training

- Put systems in place that promoted communication within the organization which improved morale and team building
- Led teams of up to 20 quality technicians, engineers and professionals within unionized and non unionized environments.
- Mentored team members on training and development paths in order to achieve individual goals within the quality field.
- Developed and presented the Quality section to all new hires in the plant orientation program.
- Developed and instructed courses on Cost of Poor Quality, Problem Solving, Layered Process Audits, Internal Audits, and Core Quality Tools to all levels within the organization.
- Leader in development and implementing of a training program for the organization.

Standards

- Led the organization in the writing of effective documentation at all levels from Quality Manual to tracking forms on shop floor
- Set-up a user-friendly archiving system for all documentation
- Led the organization in the implementation of ISO/TS 16949 program from a blank process to certification
- Management representative for external audits.
- Developed schedule and facilitated internal audits with an audit team

Continuous Improvement

- Developed and implemented a Cost of Poor Quality (COPQ) process that allowed for a savings of 1,750,000 dollars over two years.
- Trained fellow Team Members in Quality Management Improvement Tools i.e. Pareto Charts, Force Field Analysis, Is-Is Not Charts, Brainstorming Techniques, and Root Cause Analysis Methodologies that reduced repeating issues by 90%.
- Successfully restructured entire quality philosophy from Quality Control organization to Quality Assurance organization within a CAW unionized environment through placing quality at the source, reducing end of line defects by 50%.
- Developed and setup work areas following the "5 S" and Lean methodology increasing the thru put by 20%.

Supplier Quality Assurance

- Created supplier development program in accordance with industry requirements that allowed for tracking of individual suppliers quality issues so improvement efforts could be used effectively to help those suppliers.
- Attended supplier locations and performed evaluations (audits) with improvement suggestions.
- Prepared and presented seminars to a variety of suppliers on Advanced Product Quality Planning (APQP), Flow Diagrams, FMEA, Control Plans and documentation management.

Career History

Hoerbiger FineStampings Inc. Waterloo (Tier one and two automotive parts supplier) **2009-10**

Quality Assurance Manager (Corporate direction to cut costs resulted in job elimination, last in first out)

- Hired on to lead them through their quality management (ISO/TS 16949) and environmental (ISO 14001) audits.
- Provided guidance on process development and implementation

Modatek Systems, Cosma Structures- Div. of Magna Int'l, Milton (Tier one automotive parts supplier) **2001-09**

Quality Engineer – Systems (Permanent lay-off due to automotive down turn)

- Maintained the Quality System to meet the requirements of ISO/TS 16949 and to support 200 users.
- Mentor to Quality Engineers in charge of product development, Supplier Assurance, PPAP's, Receiving Inspection, Continuous Improvement and Problem Solving.

Ventra Plastics, Kitchener (Tier one automotive parts supplier) **2000-01**

Quality Assurance Manager (contract for a maternity leave)

- Supervised a department of 11 employees.
- Developed and instituted self-monitoring improvement systems,
- Affected organizational change through the promotion of teamwork and work-place empowerment.

Cambridge Industries/Meridian Automotive Systems, Woodstock (Tier one automotive parts supplier) **1999-00**

Quality Assurance Manager (Not retained when company sold)

- Acted as a Change Manager by transforming the department from a Quality Control organization to a Quality Assurance Organization, resulting in reduced internal and external PPM.
- Supervised a three shift operation as well as Materials Lab.

Polycon Industries, Decoma (Division of Magna Int'l), Guelph (Tier one automotive parts supplier) **prior to 1999**

Quality Systems Administrator/Coordinator (left for position at Cambridge Industries)

- Performed as Team Leader for Design, Tooling, Machine, and Process F.M.E.A.'s (Failure Mode & Effects Analysis), Flow Diagrams and Control Plans. In this capacity I conducted internal and external training to enhance the knowledge base of multi-level employees and suppliers.
- Responsible for the Quality Department operation in the absence of the Director of Quality.

Education and Professional Development

- QS9000 Internal Auditor, QS9000 Team Building, QS9000 Lead Auditor
- ISO14000 Internal Auditor, ISO9000 - ISO/TS 16949 Implementation, ISO/TS 16949 RAB Lead/Internal Auditor
- Senior Member of ASQ (American Society for Quality).
- Management of Quality Assurance
- Design of Experiments
- Advance Quality Planning
- Basic Concepts of Reliability
- Failure Modes and Effects Analysis
- Introduction to Quality Engineering
- Project Management
- Project Management in a Quality Environment
- Strategic Quality Planning
- The Engineer in Transition to Management
- Introduction to Quality Management
- Statistical Methods of Quality Assurance
- Geometric Dimensioning and Tolerancing
- Managing Six Sigma
- Dale Carnegie Seminars
- Train the Trainer
- Front Line Leadership
- Confidence Speaking
- Facilitator Training
- 8D's Problem Solving
- Lean Strategies