

FNAME LNAME

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QUALITY ASSURANCE MANAGER

Project Management / Engineering / Operations

Accomplished, high-energy, Quality Assurance Manager with over 20 years experience in the Management of Operations and Quality Assurance in Commercial, Construction, Industrial, Medical, Automotive and Aerospace implementations on a global basis. Strong qualifications introducing technologies and process improvement initiatives to create technologically advanced cost-efficient manufacturing operations. Proven track record in contract administration, Lean Manufacturing, special processing, inspections, assembly, testing and internal / external audits. Respected team leader, skilled educator. Exceptional interpersonal communicator and pragmatic problem solver; empowers employees with a 'get things done' attitude. Proficient in MS Office.

KEY STRENGTHS

- ◆ ISO 9001 Standards
- ◆ Manufacturing Best Practices
- ◆ Vendor Assessments
- ◆ Supervision
- ◆ Lean Manufacturing
- ◆ Statistical Process Control
- ◆ Metrics Analysis
- ◆ Internal/External Audits
- ◆ Supply Chain QA Facilitator
- ◆ OSHA Compliance
- ◆ Training/Mentoring
- ◆ Team Building

SELECTED ACCOMPLISHMENTS

- ✓ Reduced average number of defects at final inspection from 4.85 to .93 (per lot) generating savings in excess of \$1 million.
- ✓ Increased monthly revenue for DDN's commercial division 600% over 12 months by implementing new product offerings and improving customer service.
- ✓ Recognized as FMC's worldwide Employee of the Month for the development of a supplier quality information database. In the first year, over \$1.4 million in nonconforming goods were debited and returned to suppliers saving the cost of rework. Received goods acceptance increased to 99% and the number of approved suppliers dropped.
- ✓ Developed a certified operator and inspector program that reduced manufacturing overhead by 45% with improved acceptance of internal products produced rising to 98%.
- ✓ Increased quality systems for three facilities, subsequent increases in product quality allowed reinstatement of product acceptance by the Government/Prime Customer.
- ✓ Developed an adult-oriented training curriculum in conjunction with university educators; enhanced employee's basic skills in reading, math and English plus quality control, team dynamics and statistics.

PROFESSIONAL EXPERIENCE

ABC Services, South Jordan, Michigan

2006 – 2009

ABC was a national provider of specialized real property inspections and REO repair services. The Salt Lake City, Utah-based firm helped lenders and asset managers ensure an REO property was eligible for FHA financing.

DIRECTOR OF COMMERCIAL SERVICES AND OPERATIONS

- ◆ Recruited to review, edit and approve commercial business reports generated by inspectors, engineers and architects.
- ◆ Designed/developed a web-based database for inspectors to enter inspection results; utilized same database in QA to develop the report for the customer.
- ◆ Direct oversight of the commercial business division, including P&L, billing and collections.
- ◆ Developed marketing plans, brochures and bid new projects.
- ◆ Ensured compliance with QA/QC initiatives; developed and presented training for QA/QC staff members.
- ◆ Created inspection and architectural work documents and final reports for customers.
- ◆ Contributed to the development and updating of company software.

Xcaliber, Smithfield, Maine

2001 – 2006

*Xcaliber Framing and Construction Management is a Builder/Contractor in Smithfield, Maine.***QUALITY MANAGER**

- ◆ Established and implemented procedures to reflect best business practices and maintain project quality requirements.
- ◆ Direct oversight of equipment inventory, project materials and supplies as well as disposition of excess/damaged materials and company equipment.
- ◆ Conducted site inspections with city, county and lender inspectors, resolved issues and supervised corrective actions.

Morse Airport Systems, Boise, Utah

1998 – 2001

*Now ABC AeroTech, the company helps streamline ground operations for leading airlines, airports, ground handlers, cargo companies and the military.***TOTAL QUALITY SYSTEMS MANAGER**

- ◆ Developed, documented and installed company quality assurance procedures; trained company management and employees.
- ◆ Interacted with private, commercial, city, state and government customers on a global basis to develop quality requirements for their projects; incorporated requirements into production processes.

St. George Operating Corporation, St. George Utah

1994 – 1998

PRODUCTION & PROCESS CONTROL MANAGER

- ◆ Provided direct oversight of manufacturing, quality and facilities personnel and processes.
- ◆ Managed production processes, including machining, (conventional & CNC) shears, brakes/presses, welding, heat treatment, paint, assembly and testing.
- ◆ Created/implemented/maintained corporate QC systems; established processes to aid in the implementation of the Material Requirements Planning system.
- ◆ Acted as an Environmental and Safety Compliance Officer.
- ◆ Developed department and production-run budgets.
- ◆ Trained/mentored personnel in QC and MRP systems.

PREVIOUS PROFESSIONAL EXPERIENCE

Cable Systems, Incorporated, Spanish Fork, Utah
QA CONSULTANT /PRODUCT MANAGER

Hannifin Imhoff Corporation, Ogden, Utah
QUALITY MANAGER, SUPERVISOR, INSPECTOR

EDUCATION / TRAINING

- ~ Various business, computer, manufacturing, and quality courses ~
- ~ 640+ hours of technical and management curriculum ~
- ~ PC literate, numerous software programs to include Microsoft Office applications ~