

SUMMARY: Experienced and effective engineer and manager. Excellent team player, communicator, coach, and negotiator. Highly skilled degreed engineer with proven capabilities in manufacturing, global product design, supplier management, and quality improvement. Applies advanced problem solving and analysis with focus on results. Six Sigma Green Belt and ISO 9001 Lead Auditor. 2 U.S. patents.

Career Experience:

SPECTRA LOGIC, Tape library manufacturer 2016 to present

Manufacturing and Quality Director

Provide US-based leadership at this ISO 9001 certified company of 400.

- Responsible for Manufacturing, receiving & final Inspection, ISO 9001, and Doc Control. Staff of 28.
- Lean and Six Sigma projects included: streamlining disk library manufacturing, cosmetic panel damage prevention and storage, and hidden inventory identification and reduction.
- Moved from paper-based work instructions to fully electronic within 6 months using SharePoint.
- Rewrote quality manual as part of successful transition to 2015 version of ISO 9001.
- Recruited, trained, and managed internal audit team.
- Managed and improved Engineering Change and Risk Management processes.
- Designed and implemented Doc Request and Temporary Deviation workflows in Jira.
- Worked with Manufacturing and Support to reduce DOAs by 50% in one year.

SUNDYNE, Pump and Compressor manufacturer 2016 (6-month contract)

Quality Manager

Manage Quality at this ISO 9001 certified site of 300 employees.

- Responsible for Receiving Inspection, ISO 9001, Document Control, Non-Destructive Test (NDT), Calibration, and Final Inspection teams. Staff of nine direct reports.
- Managed NDT such as Liquid Penetrant, Magnetic Particle, X-Ray, Positive Material Identification, and Visual weld inspection using standards such as ASME (and PED), ASNT, and others.
- Upgraded CAPA program, closing over 50% of open issues within three months.

HUNTER DOUGLAS, Window coverings manufacturer 2007 to 2015

Director of Quality

Responsible for Division Quality at this ISO 9001 certified site of 850+ employees.

- Responsible for North America Test Lab, Receiving Inspection, ISO 9001, and Doc Control. Staff of 30 with 8 direct reports.
- Co-authored internal Quality System Review and implemented throughout HDNA. Integrated TQM, Baldrige, ISO, and Motorola's QSR approaches. Process evaluated each site and documented strengths and opportunities for quality improvement.
- Updated Product Development Process with new requirements including FMEA, Risk Analysis, Life Expectations, and Child Safety requirements.
- Significantly enhanced customer (installer) feedback channel and subsequent response to complaints. Chaired weekly meetings with all brands to analyze trends and implement CAPA.
- Improved Doc Control practices, including Change Request system and PLM approval flows.
- ISO 9001 Quality Management Representative. Upgraded from 2000 to 2008 standard. Initiated, selected, and managed successful transfer to new registrar.
- Implemented automated SAP skip lot program in Receiving Inspection. Increased product availability and reduced inspections by 40% while maintaining product quality.
- Implemented mandatory color acuity testing for all production employees.

AVAYA, Telecom Manufacturer

2006 to 2007

Sr. Member of Technical Staff: Supplier Quality Engineering

More than 50% travel to customer sites and third party logistics (3PL) supplier in Southaven, MS.

- Improved worst-in-class processes to nearly best-in-class "Perfect Order Index" (POI).
- Investigated problems for root cause determination. Worked with 3PL management to test proposed solutions, implement successful ones, and update systems to sustain the gains.

MAXTOR Corporation, Hard disk drive manufacturer

2000 to 2006

Director, Supplier Quality Engineering (2004 to 2006)

Primary US liaison for mechanical part issues supporting 3 Design Centers and 3 Asian factories. Managed staff of 27 at 3 US sites.

- Collaborated with suppliers and all internal groups to effectively prevent, diagnose, and resolve quality problems before reaching factories that cumulatively produced 200K drives/day.
- Partnered with 82 suppliers in Asia, Europe, and US to continuously improve quality and cleanliness. Each mechanical part had 2 to 3 suppliers; each required to meet six sigma goals.
- Served as Corporate mechanical resource for environmental initiatives (RoHS/WEEE).
- With Lab manager, turned adversarial teams into the most cooperative in the company.
- Co-chaired successful cross-functional task force formed to solve 3-year-old problem.

Senior Manager, Supplier Quality Engineering (2002 to 2004)

Led a group of 7 Mechanical Supplier Quality Engineers.

- Initiated and programmed automatic Non-Conforming Material Report (NCRM) notification system that cut resolution time in half.

Senior Staff Engineer/Staff Engineer, Supplier Quality Engineering (2000 to 2002)

Worked with 12 direct suppliers such as plastic injection molders, rubber compression molders, and foam and tape converters. Also interfaced with indirect suppliers such as resin manufacturers.

- Effectively resolved complex quality world-wide issues such as a tray outgassing issue which involved the sheet manufacturer, thermoformer, 3 HSA suppliers, and 2 Maxtor factories.
- Performed on-site problem solving, supplier surveys, DFM, and audits at supplier sites in Asia.

Education:

- **Registered Professional Engineer.** State of Colorado.
- **Master of Science in Mechanical Engineering.** Purdue University.
- **Bachelor of Science in Mechanical Engineering.** Minor: Math. Colorado State University. Pi Tau Sigma Mechanical Engineering Honorary Member. Outstanding Student Achievement Award.
- **Six Sigma Green Belt.** Sang Lee, Master Black Belt.
- **Certified ISO 9001 Lead Auditor.** Cavendish Scott.