

SUMMARY

QUALITY ENGINEERING PROFESSIONAL – Successfully implemented ISO 9001 registered business operating systems at 2 separate organizations. Identified quality requirements for new & existing products and then created methods to address. Audited internal & external processes and used results to facilitate continual improvements. Experienced with addressing the needs of suppliers, customers and employees at all levels within the organization.

Areas of Expertise

- ISO 9001 Implementation and ISO Management Representative
- Procedure Development for new or revised specification and Improving the robustness for current product / process
- Corrective Action Process (CARs/PARs)
- Facilitator for Issue Identification & Resolution
- Quality Documentation & Records
- Technical Training
- Auditing: ISO (Internal and at other facilities), WIP Materials, Finished Goods and Suppliers
- Certified Level II Visual Weld Inspector in accordance with ANST
- Contract & Procurement Document Reviews (Commercial & Defense)
- Military Specifications (NDT, Weld, Brazing, Sampling)
- Microsoft Outlook and Word
- Material Review Board Dispositions

PROFESSIONAL EXPERIENCE

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| <i>Quality Manager</i> | DRS MARLO COIL | HIGH RIDGE, MO | 1996-2010 |
| <ul style="list-style-type: none">• Facilitated upgrade of Quality System using multi-discipline internal champions approach to comply with the ISO 9001 standard in 2000 by National Quality Assurance, passed semi-annual audits with no major findings, and coordinated the registration to ISO 9001: 2008 in Oct. 2009.• Developed multiple Quality Plans / Checklists for new & existing products.• Revised 120+ procedures to more accurately reflect the requirements and the actual process.• Streamlined Supplier rating process and conducted qualification audits.• Conducted Contract Reviews of Quality Requirements for both Defense (US Navy) and Industrial projects.• Represented company as “Quality - Point of Contact” with Customers, Inspection Agencies and Regulatory Representatives.• Supervised Customer Service Manager, Quality System Specialists, Auditors and Inspectors• Audited ISO Quality Management Systems at five sister manufacturing facilities in the USA and Canada as either the Lead or an Associate. | | | |
| <i>Quality Director</i> | NATIONAL GRAPHICS | ST. LOUIS, MO | 1994-1996 |
| <ul style="list-style-type: none">• Reduced customer rejections by 20% by addressing process issues discovered during audits of finished goods.• Improved efficiency of shearing operation by utilizing results of quality tools.• Defined quality requirements for raw material suppliers. | | | |

Quality Manager NATIONAL VENDORS BRIDGETON, MO 1992-1994

- Implemented cross function weekly product audit process including Engineering & Sales that led to enhancing specifications for new and existing products.
- Developed Quality Plan and Checklist for 4200 unit order for US Postal Service; passed all customer audits.

ADDITIONAL RELEVANT EXPERIENCE

Quality Manager for Carrier Air Conditioning in Ark. and Roper Outdoor Products in SC.

Quality Engineer for American Sterilizer in Ala., Roper Outdoor Products in IL. & Ingersoll Rand in NC.

EDUCATION

Master of Business Administration (1987 with 3.72 GPA)

Auburn University – Montgomery, Alabama

Bachelor of Science, Civil Engineering (1975)

Christian Brothers University – Memphis, Tennessee

MEMBERSHIP/CERTIFICATIONS

American Society for Quality - Senior Member

- Certified Quality Engineer (1986)
- Certified Quality Auditor (1996)
- Member of Section 1304 Leadership Team & Section's Financial Auditor

AAIM (American Association of Industrial Management) of St. Louis

- Member of Quality Manager Roundtable Steering committee

Community Groups

- President/Treasurer of St. Charles County KC Clown Club for past 12+ years; focused on entertaining athletes at Special Olympics, residents of nursing homes and at events for the handicapped in the Community Living Program.