

SUMMARY

I am a Quality professional with more than 30 years' experience in Manufacturing Operations, Aerospace, and Healthcare Improvement. I also bring extensive experience in automotive and large agricultural equipment industries related to problem-solving and performance improvement. I have hands on familiarity with a wide array of skillsets, including Minitab software, Gage R&R, PPAP, APQP, QI-Macros, Statistical Process Control (SPC), Value Stream Mapping, Systemic Root Cause Analysis, and Constraint Minimization. I recently worked as a Senior Quality Problem Solver at Rivian. I live in the Bloomington / Normal, Illinois area and I am available to interview with 24 to 48 hours' notice. I could begin a new role within 30 days to provide adequate professional notice to my current employer.

TECHNICAL SKILLS

- QMS Implementation
- Performance Improvement
- Engineering
- Six Sigma
- Cross-functional team leader
- Microsoft Office Suite
- PPAP
- APQP
- Minitab
- Statistical Process Control (SPC)
- Value Stream Mapping
- Theory of Constraints
- Systemic Root Cause Analysis
- Data manipulation
- Constraint management
- Risk analysis
- Product development

EDUCATION

Master of Science, Statistics & Quality Assurance
California State University of Dominguez Hills, Carson, CA

Graduated: December 2001

Master of Business Administration
Loyola University at Chicago, Chicago, IL

Graduated: February 2004

Bachelor of Science, Industrial Technology
California State University of Los Angeles, Los Angeles, CA

Graduated: May 1994

PROFESSIONAL CERTIFICATIONS:

- Certified Lean Six Sigma Master Black Belt (November 2009)
- Certified Lean Six Sigma Black Belt (ASQ – October 2009)
- Certified IATF 16949 Lead Auditor (Exemplar – May 2021)
- Certified ISO 9001:2015 Lead Auditor (Perry Johnson – February 2018)
- Certified AS9100D Internal Auditor (Veritas February – 2018)
- Board Certified Professional Patient Safety (IHI Institute – 2016)
- Board Certified Professional Healthcare Quality (NAHQ – 2012)

PROFESSIONAL EXPERIENCE

G2QMS QMS (Independent Contractor) Quality Improvement and Auditing

November 2017 to Present

- Key Clients and Accomplishments:
 - RIVIAN: Professional Problem Solver in Normal, IL –
 - St. Elizabeth's Healthcare Consultant
 - Implementing Quality Management Systems and Solving complex problems with sustainable solutions.
 - AS9100D and ISO 9001:2015 Quality Management Systems Implementation Specialist.
 - Colorado Access Managed Care Insurance
 - Kaiser Permanente – Quality Manager and Patient Safety Manager
 - Statistical Process Control, QMS Systems specialist, Lean Six Sigma implementation and training.
 - EATON: Major QMS Re-Implementation - Cornerstone Consulting 2018 Project: Implemented a completely new Quality Management and Document Control System in Camarillo, CA

Clarios LLC – Automotive Battery Supplier Quality Specialist / Engineer

November 2020 to May 2021

- QMS Training and ISO Internal Audit Implementation
- Injection Molding Quality Specialist
- Process capability analysis (Cpk), PPAP, APQP, FMEA, SPC, and Calibration of Laboratory equipment.
- CMM (CNC Coordinate Measuring Machine) Programmer.
- Implemented a system for using "Challenge" parts to validate failed parts.
- Used IATF Core Tools (PPAP, APQP, FMEA, MSA, SPC) to create PSW's for all OEMs.
- Mentored other Quality Techs on use of Gage R&R studies to validate measuring PPAP Parts.

St. Elizabeth Healthcare – Edgewood, KY Quality Improvement Consultant

March 2019 to March 2020

- QMS – Implementation New Workflows for Oncology Center
- Oncology process improvements using Lean Six Sigma DMAIC tools. (Please contact Dr. Doug Flora for a reference.)
- Process capability analysis, Internal Auditing, Training, Quality Improvement, Statistical Process Control, Lean Six Sigma training.
- Developed new Call Center for scheduling patients faster for treatments.
- Facilitated Cross Functional Teams to develop new workflows for every position in the new Oncology facility.

Kaiser Permanente – Colorado Regional Patient Safety Manager

October 2016 to October 2017

- Implementation team of RL Solutions Database for Patient Safety Event Reporting.
- Partnered with Kaiser Permanente's Medical Group Physician Director of Patient Safety in oversight of the planning, implementing, and managing the Regional Patient Safety Program initiatives to achieve national and regional patient safety objectives.
- Mentored Kaiser Quality Teams at 38 facilities throughout the state of Colorado to implement the above program. These teams were trained to use problem solving tools and find causes of these problems using RCA, Force Field Analysis, 5 Whys, and
- Led the Regional Patient Safety Program throughout Colorado that included developing, implementing, and maintaining comprehensive, proactive processes to promote patient safety and enhanced the quality of care and services provided to Kaiser Permanente members using complex problem-solving with sustainable results.
- Mentored the use of Risk and Reliability tools such a causal analysis.

Colorado Access – Aurora, CO Healthcare Insurance - Performance Improvement Specialist / Interim Physician Credentialing Manager

January 2015 to December 2016

- Led changes to the ERP system to meet new CMS Guidelines.
- Led major changes by utilizing executive support and training frontline staff to plant to transform a new culture of patient safety and sense of urgency.
- Facilitated Rapid Improvement Events (RIE) to chart the 'Current State' and 'Ideal State' of the Utilization Management department, resulting in identifying critical software enhancements to streamline and eliminate an excess of manual and redundant processes. Resulted in turn-around-time efficiencies from 49% to 94% in six months.

- Partnered with Behavioral Health leadership to interpret and analyze data to create actionable interventions to reduce expenses and identify poorly designed customer contracts.
- Led focused weekly meetings led to a better understanding of why specific lines of business were losing revenue and developed strategies to mitigate losses, using Control Charts and SPC software to analyze statistical data.
- Demonstrated and coached a young Quality department in the use of statistical software to analyze data correctly.

SCL Health System – Denver, CO

June 2013 to October 2014

Corporate Quality Improvement Specialist – Six Sigma Master Black Belt

- Key Accomplishments: (Six Sigma DMAIC System)
 - Using Quality Improvement tools of LEAN, Six Sigma, and Deming, plus the implementation of automated dashboards and collaborating with multidisciplinary teams; led intervention teams to reduce Hospital Acquired Conditions by over 40% in one year, saving \$2.1 Million dollars. Substantial employee and leadership resistance to changes were overcome using tactful facilitation skills.
 - Prepared and presented an Executive Business Case to the Board of Directors for the justification of a \$30-million-dollar expenditure to replace an overly customized EMR with a new solution from EPIC in eight hospitals. Results led to the reduction of I.T. resources need to support an outdated technology, while keeping top I.T. performers from leaving to support hospital systems that were already implementing new EPIC platforms. Savings estimated to be budget neutral.

Helen DeVos Children’s Hospital – Grand Rapids, MI

October 2012 to June 2013

Quality Improvement Specialist – Six Sigma Master Black Belt

- Business Objects Expert – Created Flowcharts of Architecture for Cerner EMR Universes.
- Led hospital wide, Lean and Six Sigma patient safety and quality improvement initiatives to support the organization’s vision and plan to be the National Benchmark for Clinical Outcomes and the Safest Health System in the Nation. Rapidly integrated and collaborated with physician and clinician teams to implement new processes and drive results across multiple departments. Developed SAP Business Objects Enterprise reports and used Minitab statistical software to analyze complex EMR data, providing clinicians with evidence- based interventions for improved outcomes.
- Increased the number of patients seen by the Sedation department by 20% without adding headcount or cost through improved scheduling and utilization of NEW software technologies and large visual screens for real-time tracking of patients and clinicians.
- Implemented the use of RFID technology across the Pediatric Emergency, ICU and Sedation departments, which increased efficiency and met new requirements of the Affordable Care Act on time and under budget.
- Following the first negative revenue month in the organization’s history, successfully completed projects resulting in the training of residents to identify ICD-9 coding to align inpatient versus outpatient classifications.

Johnson Controls Automotive Interiors Group – Holland, MI

June 2011 to May 2012

Regional Continuous Improvement Manager

- Directed twelve direct reports across six different plants. Directed improvements of injection molding processes and robotic material delivery technology implementations, to reduce labor and increase profit margins.
- Solved complex quality issues relating to multiple variables using Design of Experiments (DOE). Determining the relationships between humidity, line speed, and drying time) for Automotive paint line processes, reducing waste by 31% and thereby saving \$22 million dollars annually.
- Provided detailed analysis supporting the divestiture of the underperforming blow molding business and replacement with higher performing lines, creating \$9 million dollars of increased net revenue for one plant.

G2 Engineering – Huntington, WV

March 2009 to June 2011

Six Sigma Master Black Belt – ISO 9001:2008 Management Representative – 1099 Contractor

- QMS Complete Implementation and Training – Passed TUV ISO 9001-2008
- Clark Truck – Poca WV – Humvee Refurb from Iraq
- Worked with SQL Code writer to create ERP (Enterprise Resource Planning) Purchasing to Shipping
- Trained National Guard maintenance teams for Six Sigma Black Belt Certification. Trained mid-sized companies to prepare for ISO 9000 and Certification and consulted them through the registration process while acting as an interim ISO Management Representative.
- Created Document Control and Tracking systems with custom ERP software written in SQL code writing.
- Established Preventative and Corrective Action Systems.
- Initiated Checklists for critical inspections and electronic signatures.
- Assisted with high value quotations for armored vehicles going to Iraq.
- Produced video computer based and internet training materials.

John Deere Power Systems – Waterloo, IA

August 2006 to March 2009

Program Management Liaison Between New Product Engineering & Quality Supervisor

- Infinity SPC implementation into QMS – for Data Collection. Major Install.
- Managed a team of seven Product Development engineers and statisticians. Oversaw product quality, auditing, and metrology. Directed Engine Testing program to certify EPA regulations for emissions. Audited ISO 9001 quality management system. Served as a key liaison between engineering design, quality, and marketing stakeholders. Lead DFMEA exercises to mitigate design issue.
- Mitigated the risk of potential catastrophic engine failure through a successful implementation of a new SPC software system (Infinity) that integrated with robotic PLCs to improve efficiency by 30% using Value Stream Process Mapping, and Cause & Effect tools to determine Systemic Root Causes of Failures.
- Avoided potential EPA fines by redesigning engine test cells to accommodate new regulations and safety issues. Implemented NEW software to integrate SPC with assembly robots that resulted in a personal visit from John Deere's CEO to learn to how we orchestrated these improvements to reduce cost.

Case New Holland – Racine, WI

October 1999 to September 2005

Quality Manager – Flagship Plant Building Agricultural Tractors

- Key Accomplishments: ISO 9001-2000 Management Representative and QA MGR
 - Project Manager for a major \$30 Million dollar consolidation of two plants into one. Leaned heavily on Value Stream Mapping to determine the best takt time.
 - Served as primary quality leader for plant machining, assembly, supplier and final product processes and procedures Maintained ISO 9000 Certification as well as the Quality Management System.
 - Led cost study to close the local foundry and outsource tractor castings to Germany.
 - Led (RCA) Root Cause Analysis project team to improve training and reduce leaks during tractor assembly, which produced a 40% reduction in warranty claims within six months.
 - Developed training materials for replacement workers to maintain continuity ahead of a union strike.

Safety Line, Inc. (Purchased by Salisbury / Honeywell) – Oakland, CA

January 1996 to September 1999

Plant Manager

- Installed first Windows based PC ERP system; replacing an AS-400 IBM System.
- Problem Solved Manufacturing Systems to Realigned culture, technology, and processes to turn-around an underperforming 'high voltage electrical worker safety' products manufacturer. Supervised a team of 154 employees and office staff. Retrained work force, and oversaw P&L through a change of business ownership.
- Successfully transformed the organization and culture from 12 years of negative losses to a profit of \$1.2 million dollars within 18 months of acquisition and restructuring.
- Improved product development and production processes and quality by utilizing NEW technologies and right-sizing.

Boeing / McDonnell Douglas Aircraft Company – Long Beach, CA

January 1986 to January 1996

Senior Program Engineer / Turbojet Fight Instructor / Flight Engineer / Crew Resource Management Instructor

- Developed quality and production programs for military and commercial aircraft.
- Selected to lead a 24-hour quick response team of five top-performing code specialists and CAD/CAM programmers to service critical aircraft with specialized and non-standard components internationally.
- Maintained AS-9100 compliance as part of a large quality team of specialists.
- Led a large program team to produce the first wing assemblies for the MD-11 and the first Military C-17 Cargo Jet Aircraft, which created a competitive advantage over international rival Airbus.