**James D Johnson**

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**Quality Manager**

Accomplished and success-oriented quality executive with extensive experience in quality management and customer service management. Skilled in developing quality management plans by analysing trends, identifying critical control points, and applying preventive countermeasures. Adept at nurturing strategic working relationships with peers in achieving and maintaining accuracy and consistent flow of information, execution of procedures, and performance of overall quality operations. Proven track record of excellence in directing and supervising quality staff to achieve targeted goals for quality programs, including monitoring of policies, procedures, and activities to meet multiple contractual requirements and external accreditation. ***Proven expertise in:***

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| --- | --- |
| * Quality Control Assurance * Continuous Process Improvement * Strategic Planning & Execution * Project Management * Regulatory Compliance | * Business Development & Management * Risk Assessment & Mitigation * Operational Excellence * Team Training & Leadership * Relationship Building |

**Professional Experience**

Baker Hughes GE, North East/ Rockies Region

**Quality Manager,** Mar 2005 to Present

*Certify all products manufactured by GE stand in accordance with API-6A quality programs and requirements as well as quality/reliability standards of customer's specifications and expectations. Direct Production Part Approval Process (PPAP) as well as oversee and synchronize tasks of quality technicians and product quality engineers.*

Conduct audit vendors according to ISO 9001 /API-6A standards. Educate and establish all personnel in root cause analysis of quality issues and development of long-term cost effective solutions and 'preventative' mind set to anticipate future occurrences. Create, execute, and maintain an environment of continuous improvement and adherence to GE quality system. Organize, administer, and control department budget that meets or exceeds company objectives and track and preserve quality related costs. Maintain effective co-ordination and communication with supplier quality management that includes preventative and corrective actions.

**Business Leader / Value Stream Manager**

***Key Contributions:***

* Employed, supervised, and continued quality 'Best in Class' operating systems and initiatives.
* Counselled and delivered training for new PTA’s, MTA’s, and QTA’s.
* Minimized hazardous chemicals previously needed for field coil operations by 75% through process change with turn to turn insulation being impregnated with pre cured varnish.
* Performed 50/50 alcohol replacing toluene and eradicated mold cleaning with mold release.
* Reduced tool cost by 22.3% annually through PM projects and transformed fixturing from steel to textolite material.
* Achieved IOP defined departmental budgets that resulted in business development.

**Additional Experience:**

* **Quality Manager** at Modern Industries, Erie, PA
* **Industrial Engineer** at National Forge, Irvine, PA
* **CNC Cell Operator** at Caterpillar Tractor, York, PA
* **82ND Readiness Division Generator Repair** at Platoon Leader National Guard Unit - St. Mary’s, PA
* **Maintenance Shop Manager** at U.S. ARMY

**Education and Certification**

**Bachelors Business Management**

US Army War College, US

**Associates Business Management**

Stratford University, US

Industrial engineering, ICS

**Professional Trainings**

Six Sigma Certification Green Belt | Advance Manager Course | Inclusive Leader workshop (ILW) | AUTOCAD | (PMI) | Lean 101 | Value Stream Mapping | Building Essential Leadership Skills (BELS) | Statistical Process Control | Lean Principles | Coaching Techniques

**Other Training**

Espirit Program Training | CAD 05 Training (Manufacturers Association) | Internal / external Auditor (ISO) | NCO leadership school | PNCO training

**Professional Skills**

Microsoft Office | CAS systems | Intranet programs | Blue print design and modification programs

**Military Awards**

Defense Meritorious Service Medal | Meritorious Service x3 | U.S. Army Commendation x2 | US Army Combat Action Badge