**M Manoj Kumar**

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Seeking assignments in the areas of Product Development/ Field Warranty Service / Customer Quality & support / Aftermarket Dealer Management with a growth oriented organization

**Career Snapshots and Strengths**

* Over **17 Years** of qualitative experience in diversified fields like Product Development/ Warranty & Field Services / Customer support / Aftermarket Dealer Management / Advanced product quality planning (APQP).
* Presently associated with Honeywell Turbo Technologies India Pvt Ltd as **Deputy Manager-**PQR Product warranty Management
* Supporting customer & OEM for Failure analysis & Root cause establishment of technical and quality issue.
* Liaise with Customer for warranty and field service support flow.
* Ensure Returns/1000 and warranty cost under control.
* Micro manage dealer service network to ensure maximum Customer satisfaction.
* Ensure to achieve aftermarket sales target of company with each distributor.
* Track, follow-up and ensure that project timelines are not effected in view of technical qualification.
* Ensuring that all technical requirements from the customer are clearly understood and been converted to the validation cycle.
* Strong mechanical aptitude and troubleshooting skills.
* Ability to work in cross-functional and multi-cultural teams.

**Career Highlights**

**Since March’07 Honeywell Turbo Technologies India Deputy Manager-** PQR Product warranty Management

**Warranty & Field Services activities:**

* Develop necessary warranty & field service flow chart to cater customers (Indian / overseas) and attain maximum customer satisfaction.
* Derive technical factor (liability percentage) assessing field failure returns and get agreement from Customer (Tata, Nissan, Ford, GM).
* Analyzing technical and quality issue for different OEM customer (Domestic –Tata, AL, GM and Suzuki. Export – Ford, Nissan, GM, Piaggio)
* Working closely with zero km team for quality issue resolution and permanent corrective actions.
* Visiting field for correct diagnosis of failure, report preparation and joint investigation with customers.
* Analyzing failed product to find root cause of failure, preparing detailed analysis report and sharing with customer for their agreement.
* Conducting noise test with diagnostic equipment at customer end to find cause of issue.
* Organize field awareness campaign in collaboration with customers for OEM dealers so with correct diagnosis NFF (no fault found) cases can be reduced which in turn improves the brand image.
* Conduct customer training for turbocharger trouble shooting and failure diagnosis
* Customer Quality Support for South customer Like Ashok Leyland, Caterpillar, Bharat Benz, Hyundai & Ford

**After market Dealer Management activities:**

* Develop, train and manage dealership network (10 dealers) South, North & East India basis to support all OEMs & end customers
* Auditing dealership network (10 dealers) South N&E India and Overseas, as per company policy.
* Supporting distributors and dealers for achieving aftermarket sales target of company.
* Monitor and assist company Dealers for warranty settlement with different customer.
* Responsible for their warranty claim settlement on time.
* Managing Dealers to make them capable for warranty investigation and settlement through regular training and visits.
* Conducting Van-campaign, mechanic meets for product awareness at different area in South, north & East India.
* Preparing Training module and Training programs for All India Dealer network for Trouble shooting and failure analysis.
* Promoting dealers for higher sales in aftermarket.

**APQP activities:**

* Review customer requirements and technical proposal, find gaps and highlight risks related with product offer and projects.
* Participate in risk assessment and approve technical proposal.
* Organize and lead DFM review (design for manufacturability) and DR (design reviews) for the selected product offering at designated stages amongst cross functional teams. Highlight risks prepare action plan and ensure the adherence.
* Prepare risk assessment summary for project, decide the liability aspect and share the same with customer to get his consensus.
* Participate and Lead cross functional team to resolve quality issue raised by customer during project launch.
* Provide feedback for risk mitigation based on past warranty data analysis.
* Performing PTA (Post Test Analysis) on tested turbocharger for qualification.
* Complete in charge of PTA Lab as PTA leader for India.

**PTA activities**

**Technology Differentiation**

PTA Ensures 100% Launch Support- PPAP on time

Yes we provide Technical recommendation to the requestor based on past experience with PTA analysis. The PTA result Share in Weekly PTA Call with Global PTA team and Tim involved during the discussion.

Start of with One PTA preliminary analysis done in Pune with FS Team to share the lesson learnt and close loop the SCC.

Initiated to develop new technology for twin stage to support PTA for Bangalore Product Line team.

**Cost Differentiation & Capability**

Achieve <0.65% war cost,R/1K<2@12 &<0.3@3MIS,NFF & conce debit reduce by 30% | Support Silver Ex for India | 100% TS Audit Compliance.

**Differentiated Customer Experience**

Flawless launch >85%, 100% LL utilization by HUE|Deploy DEEP Quality|Improve Accuracy of RCCA|Enhance LQ ,FS & PTA Deliverable. LIR/FIR:shorten Time to RC <30

**Talent Development & Diversity**

Expertize team on Customer relations, effective & efficient 8D leading with CFT. Lean sigma for productivity improvement**.**

**Perform day-to-day requirements of the job**

Regular attending the tier meeting 1 & 2 and meeting the target

Ensure the 5s done in the lab & meeting the 5s Target & kaizen

Mentor the new joinee in the lab to support in the hardware preparation of the PTA & Warranty analysis.

Ensure PTA monthly target achieved in quality and quality of analysis meeting 100% customer satisfaction

And meeting OTTR & OTTC Targets

**Achievements:**

* Part of cross functional team and worked for turbo oil leak issue. Used DMAIC Method & technique to identify the root cause and fix the issue.
* Part of team for network expansion, built a strong network of 24 dealers all over India.
* Bravo Award for reducing warranty cost and conducting training for Service center.
* Prepared detailed training module for customers.
* Bravo Award for Leading Ashok Leyland Zero Kilometer Quality Issue
* VPD Award -2015 Support product development for GT12 GEN2 Turbo used for Honda 1.5 Liter Engine.
* To Establish PTA Lab In India One month Complete training in Honeywell China
* To develop new capability for PTA Lab In India to support Global Customer two Time got trained in Honeywell France.
* Six SIGMA GREEN BELT CERTIFIED
* Establish the complete PTA Lab In India includes validating the product through different Functional Check and in charge complete Methodology Department and supporting domestic and global customer Like BMW,BENZ & AUDI.

**Previous Employer:**

Working in Delphi-TVS an MNC Company a Leading major auto ancillary giant in India manufacturing high precision fuel injection pumps, alternators, Technologically advanced Common rail fuel injection system etc. Major supplier to the prestigious customer like Maruthi, Ford, Hyundai, Mahindra & Mahindra etc. 100% Supplier to TATA Motors passenger cars & LCV / M&M 575DI tractor Divison. The Company certified for TPM, ISO – TS 16949, QS 9000, ISO 14001,

**Achievements:**

1. Letter of appreciation from TATA Motors to Delphi TVS for best customer support – FY 2006
2. Received appreciation cash reward of Rs.15000/- from the employer (Delphi TVS) for outstanding performance – FY 2006.

**Job Profile:**

2000 May to 2004 June (Technical Assistant in Production Quality)

* Supervisor for Pump Testing quality
* Maintaining the calibration bench as Per Quality Standard
* Addressing for internal quality issue on daily basis
* Conduct and support ISO audits for effective controls established in the process.
* Quality Improvements (Quality circle and 6-sigma project)
* Facilitate - ISO Audit, 5s

2004 Aug to Jan 2007 (Customer Quality Engineer at Tata motors Pune)

* Looking after OEM related complaints(TATA Motors).
* Diagnosing & rectifying the complaint to entire customer satisfaction.
* Pareto Analysis on rejections are monitored and highlighted to the management which requires immediate corrective action.
* Feedbacks on new products performance are monitored and report is forwarded to management.
* On site training to operators on do’s and don’ts.
* Conducting product training to company managers and service engineers.
* Maintaining stock and taking care of the OE requirementson day to day basis**.**
* Affected components which require in depth study are sent to factory for investigation. Investigation reports and corrective action taken are brief to concerned OE head.

**Academic Credentials**

* Graduation (BE) in Industrial Engineering from Indian Institution of Industrial Engineering (IIIE), Navi Mumbai, and Project Result awaited.

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| * COURSE | YEAR | INSTITUTION | CLASS |
| S.S.L.C. | 1996 | Dolphin public Matriculation school | 72% (First class) |
| Diploma in Mechanical engineering(Sandwich) | 1999 | Tamilnadu polytechnic,  Madurai | 76% (First class with distinction) |

**Academics:**

**In Plant Training :**

* Underwent One Year in plant training in Factory production department at

M/s TVS Sons Limited (Coach Division)-Madurai

**Personal Details**

Date of Birth : 28.02.1980

Marital status : Married

Language Known : Tamil, English & Tamil

Current Address : C-24/14 TNHB COLONY BAGALUR ROAD HOSUR

Permanent Address : C-24/14 TNHB COLONY BAGALUR ROAD HOSUR

Passport details : K2234172/Place of issue- Chennai/ Date of Expiry-10.04.2022