**ERIC S. DEAN**

1312 Frontier Drive

Sugar Hill, GA 30518

(706)936-6902 • edeancmfgt@yahoo.com

### Manufacturing Quality Manager

Workforce Leadership • Project Management • Strategic Planning • Quality Systems Management • Organizational Development

**EXECUTIVE SUMMARY**

Technically, my fortes are in CNC machining, casting, stamping, welding, coatings and assembly processes with primary focuses in customer satisfaction, supplier development, organizational development, continuous improvement, workforce training, and the mentoring /management of junior engineers and technicians. My extensive experience in precision manufacturing processes, quality management system standards, quality improvement methods, manufacturing management requirements and environmental and safety regulation has propelled my career to develop a proven track record as a change agent where my solutions have reduced non-conforming product rates, significantly cut warranty claims, slashed customer complaints, and enabled my employers to implement and maintain quality management systems standards utilizing a team /process approach in ramp up, relocation / transfer and come-back facilities.

Demonstrated success record in:

|  |  |  |
| --- | --- | --- |
| PLANNING | IMPLEMENTING | MANAGING |
| Management Systems Development | QS 9000, ISO 9001, ISO 14001, TS 16949 | Standard and Regulatory Compliance |
| Customer Relations Development | SPC, TQM, Lean 6-Sigma, CAPA | Customer Satisfaction |
| New Product Launch | APQP, PPAP | Multi-functional Teams |
| Improvement Projects | TPM, Engineering Change Control | Internal Auditing |
| Production Capacity | Capability and Repeatability Studies | Manufacturing Performance |
| Supplier Quality Development | Supplier Auditing | Supplier Evaluation Systems |
| Employee Development | Employee Training | Employee Performance |

**PROFESSIONAL EXPERIENCE**

Bosal Industries Georgia Lavonia, GA 2015 – Present

Sr. Quality Engineer/Acting Quality Manager

Leading quality culture development and continuous improvement initiatives. Responsible for all supplier PPAP review and acceptance. Responsible for all customer PPAP submissions. Oversee all Quality Lab activities. Responsible for all internal auditing. Responsible for supplier quality development activities, including conducting all supplier quality audits. Responsible for all IMDS submission requirements. Responsible for all customer complaint responses and 8D Corrective and Preventive actions. Designed, developed and implemented internal Quality Intranet to improve access to quality information throughout the facility. Designed and developed customer & supplier PPAP tracking system for implementation throughout the organizational division worldwide. Blended worldwide corporate level policies and procedures with local facility level documents into a single document control system. Recognized throughout the organization as the Quality Management System Representative and as the Environmental Management System Representative. Successfully reduced rework by 46%, reduced warranty claims by 63%, and reduced scrap by 32%

Hitachi Automotive Corp. Monroe, GA 2012 – 2015

Quality Engineer/Manufacturing Process Engineer

Implement machining cost reduction initiatives and continuous improvement projects to reduce scrap, rework and sorting/containment costs while increasing capacity, productivity and efficiency. Drive continuous improvement initiatives for process efficiency, cycle time reduction, scrap reduction and cost reduction. Respond to both internal and external quality concerns by championing 8D corrective and preventive actions. Drive supplier quality improvement through the development of supplier relationships aimed at continuous improvement for mutual prosperity. Perform root cause analysis on all machining related quality concerns. Perform gauge reliability and repeatability studies. Perform machining capability studies. Develop all machining process PPAP documentation including, but not limited to, control plans, process failure mode effects analysis and process flow diagrams. Perform TS-16949 quality systems internal auditing and layered process auditing.

Reason for Leaving: Career Advancement Opportunity

Georgia Hydraulics Int’l, Inc. Austell, GA 2010 – 2012

Quality/Safety/Environmental Manager

Planned, developed and implemented quality management system. Achieved ISO 9001:2008 certification within four months of hire. Implemented 5S and lean processes to reduce scrap, rework and backlog. Reduced customer complaints by 50% within six months. Implemented six-sigma and automotive/TS strategies to improve customer satisfaction. Implemented change point control system and developed metrology management system. Designed and implemented internal auditing system. Write and implement corrective and preventive actions. Design and fabricate weld and machining gages and fixtures. Trained workforce on ISO requirements, Good Manufacturing Practices (GMP) and skills development.

Reason for Leaving: Commute too extensive (70 miles each way)

Parkway Products, Inc. Marietta, GA 2010 – 2010

Contract Quality Engineer

Managed metrology maintenance system. Managed customer quality concerns for fifteen customers. Managed injection molding quality processes utilizing thirty-five capital assets. Improved mold defect reaction time and containment of nonconforming product. Implemented reject reporting system. Developed and implemented change control system. Developed and communicated production and quality measurables throughout the organization. Launched TPM improvement initiative. Eliminated backlog of overdue customer required corrective actions. Improved supplier quality development and customer relations regarding quality concerns.

Reason For Leaving: Assignment Completed

Freudenberg-NOK, Inc. Cleveland, GA 2009 – 2010

Contract Quality Engineer

Organized and managed containment/resort activities for relocated business unit encompassing 40 units of production equipment transferred from northern facility. Trained and supervised 60 quality inspectors. Eliminated customer backlog and customer complaints while reducing manpower to improve cost effectiveness within 90 days.

Reason for Leaving: Assignment Completed

TRW Automotive Flowery Branch, GA 2007 – 2009

Senior Quality Engineer

Managed supplier quality development of casting and plating vendors. Managed the development, implementation & maintenance of reject reduction plans. Managed machine relocation, installation and set up. Managed CNC machining production operations including CMM & in-process inspections. Write control plans/PFMEA/policy/procedure/work instruction. Train/coach/support/empower 18 CNC Operators, 12 CNC Technicians, 6 Quality Technicians. Coordinate internal system/process/product audits. Implemented corrective actions & continuous improvement projects. Improved reaction time to correcting product nonconformance through training the workforce on defect recognition, how to visually detect signs of tool/equipment wear prior to nonconformance, by setting SPC control limits and enhancing inter-departmental communications. Streamlined OEE and reject reporting systems.   
Reduced scrap by 55%. Boosted morale and the overall quality culture of the workforce. Improved OEE by 25% and PTR by 45%.

Reason for Leaving: Downsized due to Global Economic Crisis

Hayes Lemmerz Int’l, Inc. Gainesville, GA 2007 – 2007

Quality Supervisor

Supervised a team of 8 Quality Technicians and 2 Quality Engineers. Developed and implemented Lean Manufacturing projects including Reject Reduction & Single Minute Exchange of Dies (SMED) to reduce machine set-up time. Improved efficiency of scrap reporting by assessing process lead time, implementing nonconformance attack teams on all 3 shifts and instituting new procedures for rework of nonconforming product, which resulted in 75% reduction in scrap. Minimized employee overtime by eliminating MRB backlog, focusing on real-time reporting and addressing shift supervisor responsibilities, which led to estimated cost savings of $75,000 per month. Developed a new method for inter-departmental communication, which improved reaction time on correcting nonconformance.

Reason for Leaving: Differences in Ethics (Employer Knowingly Violates Quality Standards)

F&P Georgia Mfg., Inc. Rome, GA 2005 – 2007

Quality Engineer

Developed and maintained Product Quality Control Tables (PQCT) and Process Failure Mode Effects Analysis (PFMEA).   
Managed EtQ Quality Management System (QMS) software program for TS 16949 and ISO 14001 certification compliance.   
Lead TS-16949 and Product Quality Audits. Built and lead process improvement kaizen teams. Issued and monitored in-house trouble reports, corrective and preventive actions, engineering change requests/notifications. Created, approved and implemented organizational quality policies, procedures and instructions. Participated in Advance Product Quality Planning (APQP) teams for new model development. Established Production Part Approval Process (PPAP) and Initial Production Part (IPP) for tooling relocation program from affiliated facilities outside US borders, supplier changes and engineering changes. Supervised a team of 8 Quality Assurance Technicians. Developed reject reduction plan to be implemented at US and Canadian Facilities. Reduced internal nonconforming product by 46%. Reduced customer complaints by 75%. Created an innovative strategy for the development of the organizations quality culture that resulted in improved reaction time, communications, production floor cleanliness and pride of workmanship. Avoided lost time and lost productivity by performing production risk assessments and implementing appropriate preventive actions. Enhanced departmental workflow and product quality through root cause analysis of nonconformance, equipment capability studies, operator motion time studies and implementing appropriate corrective actions.

Reason or Leaving: Career Advancement Opportunity

Enkei Florida Mfg., Inc. Jacksonville, FL 2001 – 2005

Document Control/Quality Assistant

Wrote and implemented all quality, safety and environmental policies, procedures & work instructions. Responsible for management of quality records and document/data control. Managed QS 9000 quality management systems and implemented ISO 14000 & TS 16949 management systems. Lead quality management system, process & product audits. Perform receiving, in-process & finished goods inspections. Managed kaizen and continuous improvement systems. Implemented corrective and preventive actions and monitored for effectiveness. Performed supplier quality audits. Evaluated and implemented safety, environmental and quality training.

**EDUCATION**

Florida Metropolitan University MBA - Human Resource Management GPA 3.6 Jacksonville, FL 2006

Stetson University BS – Production Operations Management GPA 3.2 Deland, FL 1998

Lake-Sumter Community Coll. AA – Business Economics GPA 3.0 Leesburg, FL 1996

Systems Technology Institute SAS – Engineering Technology GPA 3.4 Altamonte Springs, FL 1986

New York Military Academy JROTC/HSD High School GPA 3.0 Cornwall, NY 1979

**SPECIALIZED EDUCATION**

International Material Data System (IMDS) (03/16/2016) 16 hrs Tetra Tech

Manager of Quality/Organizational Excellence (02/05/2007) 21hrs American Society for Quality (ASQ)

Coaching Workshop (11/25/2006) 8hrs Honda Supplier Training (HOST)

Introduction to OSHA (07/15/2006) 10hrs GA Dept. of Technical and Adult Education

Managing Conflict (03/29/2006) 8hrs Honda Supplier Training (HOST)  
HAZWOPER Operations (03/20/2006) 8hrs Prater Environmental Group, Inc.

5 Principles for Problem Solving (11/30/2005) 8hrs Honda Supplier Training (HOST)

Effective Communication Skills (11/16/2005) 8hrs Honda Supplier Training (HOST)

Regulations of Safety & OSHA Compliance (03/11/2004) 8hrs Fred Pryor Seminars

Internal Auditing (03/01/2002) 8hrs Enkei

Certified Manufacturing Technologist (06/30/2000) 21hrs Society of Manufacturing Engineers (SME)

Tool Management for the Factory Environment (10/22/1997) 16hrs Society of Manufacturing Engineers (SME)