

Gunasilan.N
444 Lorong S2 K13/1,
Vision Homes, Seremban 2
70300 Seremban,
Negeri Sembilan.

Dear Sir / Madam,

20th Sept 2013

RE: APPLICATION FOR THE POSITION OF QUALITY MANAGER

With reference to the above matter, I would humbly like to forward my application for the designated position.

I have graduated, with Master of Business Administration in Advanced Operation Management from University Technical Malaysia Melaka (UTEM) and equally hold a Bachelors of Engineering degree in Mechanical Design and Technology Engineering from University of Northumbria Newcastle, UK.

Presently I am working as a Quality Assurance Manager in C-Pak Cergas Sdn. Bhd. in Senawang, Negeri Sembilan. Prior to this job, I was worked as a Snr. Manufacturing/Equipment and Process Engineer in ON Semiconductor (previously known as Motorola Semiconductor), manufacturing semiconductors component, discrete part and producing dies in huge wafer fab industries. I am very interested to build my career with your well-established and recognized organization.

I have a flair for writing as well as public speaking and teamed with my excellent interpersonal and technical skills, I find this to be a great combination and I'm confident that I will be able to contribute remarkably to the organization. I have gain experience in various industries such as semiconductor, injection moulding, plastic laminating, tape and reel machining and carrier tape and reel packaging. My computer knowledge is above the normal scale, as I am well versed with MS Office software (words, excel, power point, etc).

Enclosed herewith is my resume for your convenience. I sincerely hope that my application will be considered.

Thank you.

Yours sincerely,



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Gunasilan a/I Nagaiya

GUNASILAN A/L NAGAIYA

Objective A professional position in a challenging environment with a promising and enriching future where my skills and expertise can be applied.

Nationality Malaysian

Home Address 444 Lorong S2 K13/1, Vision Homes, Seremban 2, 70300 Seremban, Negeri Sembilan, M'Sia.

Age 34

Marital Status Married

Phone 012-6237920

Email gunasilanilvy@yahoo.com

Willing to travel Yes

Availability 1 months

Interest/hobbies Sports and traveling



EDUCATION

2011 - 2013	University Technical Malaysia Melaka (UTeM) Advance Operation Management (Master of Business Administration, MBA) obtained CGPA 3.92/4.00
2000 - 2002	University of Northumbria, Newcastle, UK Mechanical Design and Technology Engineering (Bachelor of Engineering, BEng.)
1997 - 1999	Tafe College, Seremban, Negeri Sembilan. Mechanical Engineering (Diploma) obtained CGPA 3.81/4.00
1991 - 1996	St. Paul Institution, Seremban, Negeri Sembilan. Sijil Pelajaran Malaysia, SPM (equivalent to 'O' Level), obtained Grade II Sijil Rendah Malaysia, PMR (equivalent to 'N' Level), obtained Grade II

LANGUAGES

Languages	Speak	Read/ Written
English	Excellent	Excellent
Malay	Excellent	Excellent
Tamil	Excellent	Moderate

SKILL SETS

Areas of Expertise

Vendor Negotiation, Quality Control, Customer Service, Problem Solving, Team Building, Multi-Tasking, Inventory Control, Strategic Planning, Manufacturing, Innovative Solutions to workforce challenges.

TECHNICAL SKILL

- Computer literate.
- Instrument operation: Tape and reel machine (Die/Wire Bonding machine), Sealing machine, MicroVu/OGP measurement machine, etc.
- Good command in implementing Statistical Process Control; FMEA; PPAP; APQP, MSA, GR&R, Poke Yoke techniques in improving process capability and cost saving.
- Well versed in Quality Management System: ISO9001 and ISO14001. Documentation control and control of quality records.

MANAGEMENT SKILL

- Managing projects, which include consultation, planning, due-diligence, problem solving and team building, implementation, hand-over & post-project support.
- Aggressive and customer focused with high professionalism as well as good analytical, communication and leadership skill.
- Attentive to detail, organizer and thorough with a desire for continuous improvement.
- Administered employee performance reviews, motivated work force to exceed standards for customer service, and fostered teamwork and collaboration in a non-threatening, progressive environment
- Wide exposure & experience in doing presentation to senior management.
- Good oral & written communication skills (Reports, RFP, business proposal and letters)
- Multifaceted, dedicated, dependable and driven to succeed. I have been a team player in project management, cost containment, negotiations, customer service, quality control, and documentation control and production improvement.
- Innovative and result oriented professional with leadership qualities and excellent hands-on experience in quality assurance, control and improvements. Effectively able to co-ordinate and manage with different background culture to meet workflow procedures, response times and quality. Execute systematic and methodical approach to all responsibilities to achieve targets.
- Based on my excellent performance, I have successfully progressed to more responsible management position over the past decade.

WORK EXPERIENCE

2nd Jan' 10 - till present: **C-PAK CERGAS SDN BHD** – a semiconductor packaging manufacturer specialized in carrier forming tapes and engineering plastic molding for electronics appliances. Total headcounts at the moment: 930 persons.

Designation: **Quality Assurance Manager**

Responsibilities:

- Managing the overall QMS system and ensuring the process flow is complying with Quality procedures documented. Performing process/product audit and system product construction
- Evaluate the control plans, flow, diagrams and charts to ascertain its validity and conformance. Organize independent audits in order to monitor compliance to the quality standards & regulatory requirements.
- Oversee the overall operations of the Quality Assurance Department and coordinate with process engineers in continuous improvement activities.
- Schedule and implement the Quality System procedures and developing Inspection Standards and Testing Procedures. Review process and quality performance of the quality system in whole to management.
- Collect and manage customer feedback data and handle customer audits, customer complaints & customer surveys. Ensure incoming component quality is free from defects by establishing supplier audits and follow up on corrective actions, by screening incoming products as per established procedures
- Maintain and improve manufacturing process control and outgoing quality by appropriate document/line audits.
- Maintain output of equipment by timely and proper calibration of equipment and upgrade Company's conformance to customer required standards such as ISO/TS/REACH/RoHS and etc.
- Liaising closely with customers and suppliers to provide feedback on productivity and quality improvement on each milestone in the development cycle and mass production to ensure high quality of the products.
- Monitoring and improving the efficiency, output and quality of process line; ensuring the process works at the optimum level, to the right rate and quality of output, in order to meet supply needs; making observations and taking measurements directly, as well as collecting and interpreting data from the other technical and operating staff involved; ensuring that all aspects of an operation or process meet specified regulations and customers' requirement.
- Liaising with other process engineers on working operation standards; working closely with other specialists, including: external lab testing responsible for the quality control of raw materials, intermediates and finished products; engineers responsible for plant maintenance; on product specifications and production schedules; and the operating staffs.

Below are the projects delivered successfully throughout my service in C-Pak Cergas Sdn. Bhd. as a Quality Assurance Manager:

Project 1 : Established the correlation of measurement

Project Lifespan : 5 months (Mar'10 –Jul'10)

Project Scope : Through the whole plant and process.

Project Summary:

Establish the correlation of measurement in determine the compensation factor of measuring equipments and process constraints to achieve an accurate measurement result and data in eliminating false alarm. Implement SPC base establishment in controlling live on every critical dimension points.

Achievement:

1. Stream line all embossing process with a standard measurement correlation and controlling the in process quality attributes on-line with system management.

Project 2 : Established CAR tracking system in monitoring customer claim

Project Lifespan : 4 months (Sept'10 –Dec'10)

Project Scope : Through the whole plant and process.

Project Summary:

Implementing on-line management with a module in monitoring and tracking customers' claims and feedbacks to assure customer enhancement and improvement activities was validate. A main system in with auto trigger points to respective process champions and prompt access updated data base management.

Achievement:

1. All customer claims and feedback could be maintain and analyze promptly. Easy access and validation with updated system base management.

Project 3 : Introducing Quality Control through "Poke-Yoke" methodology and Lean Production System (LPS)

Project Lifespan : 9 months (Jan'11 – Sept'11)

Project Scope : All manufacturing process.

Project Summary:

Improving the In-process and Out-going inspection skills to assure an excellent product quality assurance. Implementing instant compute data management through SPC methodology to monitor and control non-conformances slip thru. Adopting 100% quality inspections method and data management with jigs, gauges, measurement machines and measurements in eliminating potential human negligence.

Achievement:

1. Reduced the rejection rate and non-conformances slip through for semiconductor parts by 85%.
2. Obtained Quality Recognition award from TEXAS INSTRUMENT and ST MICROELECTRONICS.

Project 4 : Towards Green Procurement: REACH/ ROHS Compliance

Project Lifespan : 4 months (Jan'12 – Apr'12)

Project Scope : All product types.

Project Summary:

Review and verify the existing process compliance towards the ROHS requirements. Develop and assuring the suppliers cooperation in enhancing the Green Procurement Partnership from raw incoming materials till shipment of goods.

Achievement:

1. Obtained approved supplier from SONY & PANASONIC customers.
2. Enhance excellent product quality for semiconductor requirements.

Project 5 : Implement 5's Awareness

Project Lifespan : 3 months (Jan'13 – Mar'13)

Project Scope : Through the whole plant and process.

Project Summary:

Create the important awareness of a better and cleaner working environment. Re-allocate and re-align the machines location; storage area; work flow; work stations and utilities to enhance a more brighter and comfortable environment. This will indirectly developed a self-belonging to the company; a well built image in the casting industries and assuring quality requirement from the customer are adhered. Implement monthly 5's activities (continues improvement).

Achievement:

1. Obtained business opportunity from INTEL.
2. Developed a better working environment and positive attitude among all employees.

1st Nov' 04 – 31st Dec' 09: C-PAK CERGAS SDN BHD – a semiconductor packaging manufacturer specialized in carrier forming tapes and engineering plastic molding for electronics appliances.

***Designation:* Snr. Quality Assurance Engineer**

Responsibilities:

- Monitoring overall Quality Management System throughout the plant. Supervising the QA team member and observe the process control and leading quality improvement throughout the mass production.
- Contributing to the new project development of in collaboration with the Process Engineering and Research & Development.

- Developing and implementing process improvement and management systems required to adequately manage Quality Improvement team. Setting up and managing the semiconductor requirement ISO9001:2008 throughout the plant.
- Liaising closely with customers and suppliers to provide feedback on productivity and quality improvement on each milestone in the development cycle and mass production to ensure high quality of the products.
- Lead effort to automate a wide variety of tests and to establish consistent, regular inspection and testing. Identify and establish suitable sealing parameter by quality assessment tools and methodologies, including test automation, functionality, tensile strength, and sealing testing.
- Reviewing existing data to see if more research and information need to be collated, and assessing the adequacy of the existing processes and equipment.
- Designing, installing and commissioning new production units, monitoring development (i.e., modifications and upgrades) and troubleshooting existing measurement equipments.
- Preparing reports, flow diagrams and charts; assessing the availability of raw materials and the safety and environmental impact of the plant; managing the cost and time constraints of projects.
- Monitoring and improving the efficiency, output and quality of process line; ensuring the process works at the optimum level, to the right rate and quality of output, in order to meet supply needs; making observations and taking measurements directly, as well as collecting and interpreting data from the other technical and operating staff involved; ensuring that all aspects of an operation or process meet specified regulations and customers' requirement.
- Liaising with headquarters Process Engineers/Development Engineers on working operation standards; working closely with other specialists, including: internal and external lab testing responsible for the quality control of raw materials, intermediates and finished products; engineers responsible for plant maintenance; on product specifications and production schedules; and the operating staffs.

Achievement:

1. Awarded as Best Supporting & Quality Supplier 2008 from SONY.
2. Recognition from TOSHIBA, PANASONIC and NEC in compliance for REACH/ROHS requirement in year 2009.

Below are the projects delivered successfully throughout my service in C-Pak Cergas Sdn. Bhd. as Snr Quality Engineer:

Project 1 : Set-up the Measurement Equipments

Project Lifespan : 3 months (Mar' 05 – May' 05)

Project Scope : All processes.

Project Summary:

Assisting and setting up additional measurement equipment line to cater more business opportunity and being competitive in the niche market. Implement data collection to ensure better and accurate measurement equipment.

Achievement:

1. Obtained the approved supplier from CARSEM / UNISEM / ROHM BAKO (Miniature Pocket Design).

Project 2 : Setup on-line Vision Inspection within the carrier tape process

Project Lifespan : 7 months (Nov' 05 – May' 06)

Project Scope : Carrier Tape process.

Project Summary:

Analyzing all carrier tape complying with the specification addressed by the customers. Complete auto on-line vision inspection will enhance a better quality gate and assuring products free from defects. Production yield and the Overall Equipments Efficiency (OEE) could be control and manageable in an excellent level.

Achievement:

1. Obtaining a better niche market and market positioning locally among the carrier tape packaging industries.

Project 3 : Initiate the EMS/ISO14000:2004 requirement into the Environment Management System

Project Lifespan : 4 months (Jan'07 – Apr'07)

Project Scope : For all packaging process.

Project Summary:

Create the awareness of the importance of Environment Management System into the carrier tape and injection moulding process.

Achievement:

1. Implemented the annual audit assessment through plant wise.
2. Obtained the SONY and NEC GREEN Partner certification on Environment Management System.

Project 4 : Introducing Quality Control through “Zero Defect Program” methodology

Project Lifespan : 9 months (Jan’ 09 – Sept’ 09)

Project Scope : All manufacturing process.

Project Summary: Improving the In-process and Out-going inspection skills to assure an excellent product quality assurance. Adopting 100% quality inspections method and data management with jigs, gauges, weighing machines and measurements in eliminating potential human negligence. Introducing awarding and certification for “Best Practices” and “New Idea Contribution” towards the employees.

Achievement:

1. Reduced the rejection rate and non-conformances slip through for Semiconductor parts by 85%.
2. Obtained Quality Recognition award from TEXAS INSTRUMENT, ST-MICROELECTRONICS, INFINEON, UTAC and SONY.

2 Jan’02 – 30 Oct’ 04: ON SEMICONDUCTOR SDN. BHD. – ON Semiconductor Sdn. Bhd. is formally known as Motorola Sdn. Bhd. located in Seremban, Negeri Sembilan and involving itself in manufacturing of semiconductor components automotive, communications, computing, consumer, industrial, LED lighting, medical, military/aerospace and power applications and etc. The company has served to be a recognized player in the field of Semiconductor with about 3000 headcounts.

***Designation:* Snr. Engineer (Equipment and Process Engineering)**

Responsibilities:

1. Co-ordinate new projects with consultation of Engineering Manager; prepare periodic and special report concerning departmental activities, achievements and problems on new product development.
2. Maintain and initiate new control procedures when needed in order to secure quality requirement or improved when the process change or changes from customer requirement.
3. Initiate, investigate, review and analysis problematic machineries; finding out the root cause and strategy on quality issues.
4. Ensure all process is well establish and according quality requirements.
5. Improves manufacturing efficiency by analyzing and planning work flow, space requirements, and equipment layout.
6. Assures product and process quality by designing testing methods; testing finished-product and process capabilities; establishing standards; confirming manufacturing processes.
7. Provides manufacturing engineering information by answering questions and requests.
8. Keeps equipment operational by coordinating maintenance and repair services; following manufacturer's instructions and established procedures; requesting special service.

9. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

21 July '00 – 31 Dec' 01: ON SEMICONDUCTOR SDN. BHD.

***Designation:* Snr. Engineer (Manufacturing Engineering)**

Responsibilities:

1. Analyze manufacturing process flows continually for the enhancements of quality, cost reduction, and throughput
2. To improve the present manufacturing or production processes to boost company's productivity, quality, and profitability.
3. Develop jigs and fixtures to facilitate assembly processes and to minimize the manufacturing cycle time.
4. Prepare the manufacturing facilities such as tools, equipment and other facilities to facilitate the production team.
5. Perform risk assessment on the manufacturing processes.
6. Providing engineering support to production department to trouble shoot and resolve technical problems.
7. Ensure SAP routings are correct and set up.
8. Responsible for continuous process improvement of manufacturing procedures, processes and the layouts.
9. Work closely with the Quality team to ensure zero defects and also support them with manufacturing Stop Ships and alerts.
10. Work closely with field side engineering team and quality team to provide a concrete countermeasure for the field's side Quality incident and close it within specified time frame.
11. Work closely with New Product Introduction and development team to provide a robust design and quality product to the end customer.
12. Support management in the development and implementation of the company's quality management system and continually improve its effectiveness.

Achievement:

1. Maintain and improve machineries performances for major customers; received awards as "Best Supplier Innovation" and recognition from General Motor and Samsung Group of company.
2. Reduce 40% manufacturing space by providing an effective layout where the material, man and machine movement were minimized.

Below are the projects delivered successfully throughout my service in the ON Semiconductor Sdn. Bhd. as a Snr Engineer.

Project 1 : Set-up Die Bonding Equipments

Project Lifespan : 6 months (Feb' 01 – July' 01)

Project Scope : Front-End Process (CBSM)

Project Summary:

Assisting and setting up additional die bonding equipment line to cater more business opportunity and being competitive in the niche market. Implement data collection, yield monitoring, and auditing to ensure better and robust equipments performance.

Achievement:

1. Obtained new business opportunity from INTEL.

Project 2 : Set Up High Speed Inspection Line for New Automotive Project (Dephi Motor)

Project Lifespan : 6 months (Feb' 02 – July' 02)

Project Scope : Set up the whole inspection line and layout to enhance the new automotive projects.

Project Summary:

Co-ordinate and monitor the progress of the Front-End Wire bonding layout. Implement DFMEA and process FMEA, heading an improvement team to ensure the realization planning a success.

Achievement:

1. Completed and scheduled test run tentatively early of Sept.

Project 3 : Set-up Wire Bonding Equipments embedded with High Vision Inspection System

Project Lifespan : 1 year (Mar' 03 – Mar' 04)

Project Scope : Front-End Process (CBSM)

Project Summary:

Assisting and setting up additional high speed wire bonding equipment line with vision inspection system to cater more robust productivity and high performance. Wire bonding is generally considered the most cost-effective and flexible interconnect technology, and is used to assemble the vast majority of semiconductor packages.

Achievement:

1. Obtained new business opportunity from FORD and BMW.

31 Jan' 00 – 15 Jul' 00: **SENAWANG LAMINATING TECHNOLOGY SDN. BHD.** – Senawang Laminating Technology Sdn. Bhd. is a manufacturer of industrial flexible packaging materials which is located in Seremban, Negeri Sembilan. Senawang Laminating Technologies Sdn. Bhd. has full array analytical equipment. Custom products can be tailored to suit individuals needs from a broad spectrum of raw materials. The company has served to be a recognized player in the field of laminating with about 600 headcounts.

Designation: **Quality Assurance Engineer**

Responsibilities:

1. Co-ordinate new projects with consultation of Engineering Manager; prepare periodic and special report concerning departmental activities, achievements and problems on new product development.
2. Validates quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures.
3. Review and investigate customer feedback/complaint, customer audits and customer survey.
4. Perform internal QA audit that are compliance with the QMS system, policies, practices and procedures.
5. Maintain and improve manufacturing process control, in process and outgoing quality by appropriate document or line audits.
6. Coordinate all actions with customer, providing guidance and feedback for customer personnel to establish operation, maintenance and inspection procedures and techniques.
7. Defines, develops and implements quality assurance practices and procedures, test sampling plan and other QA assessments.
8. Implement supplier quality processes, product inspection/acceptance activities, nonconformance evaluation and investigation, complaints and related activities and perform supplier audit assessment.
9. Developed and maintained weekly/monthly Quality data and reports to provide Management visibility of defect trends and identify areas for improvement.

Below are the projects delivered successfully throughout my service in the Senawang Laminating Technology Sdn. Bhd. as a Quality Assurance Engineer:

Project 1 : Moving towards to ISO9001:2000 QMS certification

Project Lifespan : 6 months (Feb' 00 – Jul'00)

Project Scope : Through the whole plant and process.

Project Summary:
Create the awareness of the importance of Quality Management System in the laminating plastic technology.

Achievement:

1. Implemented the annual audit assessment through the whole plant and process.
2. Obtained "Customer Satisfaction" award from SANYO.

TRAINING EXPERIENCE AND INDUSTRIAL PROGRAM

- 1) Training offered NSSDC in Electrical on single / three phase power supply, types of motors, semiconductors diode and transistor (characteristic).Have hands on experience in troubleshooting the wiring system and training on **Electro Pneumatics**.
- 2) Training offered by NSSDC in **AutoCAD** for 3D drawing, solid models and etc.
- 3) Training offered by MAA Assurances in **Agent Training Program** and **Senior Agent Course** on efficiency of selling products, key man products description, the power of management and etc.
- 4) Awarded by Malaysian Insurance Institute (MII) on **Certificate in Life Insurance, Certificate in General Insurance and Certificate in Investment Link Insurance**.
- 5) Training organized by On Semiconductor on **Moving from Good to Great Team** which was conducted by Dynamic Team Consultancy Sdn. Bhd.
- 6) Training on **Procedure of Production Processes** towards the motto "Quality is our no. 1 job towards zero defects" was conducted at C-Pak Cergas Sdn. Bhd.
- 7) Training on **Introduction to OpenOffice.Org** and **Introduction to LINUS Desktop KDE** which conducted by Asia Pacific Institute of Information Technology (A.P.I.I.T).
- 8) Training on **Zero Defect Through Poke-Yoke** which conducted by Maslow Trainers & Consultants Sdn. Bhd.
- 9) Training on **Plastic Technology - An Intensive Training Course** which conducted by Chatsworth-Hall Pte. Ltd.
- 10) Training on **Winning Through Effective Teamwork** conducted by In-Tell Maju Sdn. Bhd.
- 11) Training on **5S ~ The Foundation for Enhancing Productivity** which was conducted by In-Tell Maju Sdn. Bhd.
- 12) Training on **Process Control Capability Training on Statistical Process Control (SPC)** which was conducted by Motorola University.
- 13) Certified auditor on **ISO 14000:2004 Transition Internal Auditor Training for Environment Management Systems - Requirements with guidance for use (Standard Interpretations & Audit Skill)** which was conducted by Total Quality Management Consultants.

- 14) Certified auditor on **ISO 9001:2000 Quality Management System & Internal Auditor Training** which was conducted by Total Quality Management Consultants.
- 15) Training organized by C-Pak Cergas on **Developing an Effective Winning Team** and conducted by SHRDC, Selangor Human Resource Development Centre.
- 16) Training on **Six Sigma Green Belt** under LFC Training & Consultancy.
- 17) Training on **8D Methodology** program under Human Training Consultancy.
- 18) Training on **Plastic Injection Moulding** training program.
- 19) Certified auditor for **ISO 9001:2008 Quality Management System & Internal Auditor Training** which was conducted by Neville Clarke.
- 20) Training on **Global 8D Alignment Methodology** which conducted by Fairchild Semiconductor Cebu, Philippines.
- 21) Training on **Failure Mode and Effect Analysis (FMEA)** which conducted by Neville Clarke.
- 22) Training on **Measurement System Analysis (MSA)** which conducted by Neville Clarke.

REFERENCES

1. Name : Mr. Jamibollah Nayan
 Position : Application Manager
 Company Name : C-PAK Cergas Sdn. Bhd., Negeri Sembilan
 H/P : 019-2045993

2. Name : Mr. Uthiyakumar
 Position : Regional Operation Manager
 Company Name : Armstrong Pte. Ltd., Sgapore
 H/P : 012-6235487 or 65 91556106