TEE LEE FANG (STEPHANIE)

PERSONAL PARTICULARS

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CAREER OBJECTIVE

To obtain QA/QC engineer/executive/managerial or production/Inventory planning/control executive position in manufacturing. Preferred statistic & process improvement

WORK EXPERIENCE

Company Name : **INNOvalues Precision Sdn. Bhd.**
Job Title : QA Engineer
Period of Service : 29 April 2013 - 28 May 2013

Key Accomplishments:

- Responded to customer complaint & request via email and resolved to 100% of 3D, quick response within 24 hours away 8D their concerns.
- Reviewed 8D reports, revised and updated all QA controlled documents, maintained department zero quality defects.
- Provided preventive measures for FMEA, control plan for engineering department, made suggestions and provided QA process improvement; improved quality awareness among staff.
- Prepared, maintained important company QA documents such as quality manuals, quality procedures, work instructions, QA policies, in a short period of time (4 weeks) aggressively took over in coordination and compilation 60% inter department system audit and 100% adopted in process and product audit for ISO9001:2008, 14001 & TS16949, receiving compliments by managers or co-workers.

Responsibilities:

- Ensured external customer 3D & 8D-CAR is issued, tracked and closed within stipulate time frame.
- Liaised with Engineering section on the control plan and FMEA as preventive measures.
- Analysed for any non-conformance arises regarding quality issue and studied/evaluated the matter with production to prevent recurrence.
- Prepared internal & external ISO quality audit (ISO9001:2008, 16949, 14001-Process, Product & System audit).

Company Name : **KH Plastic & Packaging (M) Sdn. Bhd.**
Job Title : QA Manager
Period of Service : 13 March 2012 – 8 June 2012

Key Accomplishments:

- Reviewed and documented NCR & CAPAR, resulted in QA process improvement, saved time/money of the company. Receiving compliments from manager.
- Reduced internal rejection and enhanced the re-usability of material suites by improving quality control with strong attention to detail and identified areas for improvement which previously did not exist.
- Improved office efficiency and traceable in customer complaints by overhauling previously haphazard filing system; revised documents and reduced/saved cost of paper usage (inspection & production) to 10x per month.
- Identified training needs, planned and conducted corrective/preventive action training for supervisor, QC, operators, production personnels, packing & labelling staffs and delivery staffs, which resulted in improving their product knowledge and correct staffing vulnerabilities.

Responsibilities:

- **Resolved customer complaints and product issues included raised NCR and CAPAR; provided CAPA training for QC, operators, labeling, packing and delivery staffs; ensured to minimize product rework or rejection where possible**
- **Monitored quality control for incoming raw material, in process/ final inspection and out-going finished goods inspection process included pharmaceutical parts, labelling, bottles, containers & etc. products and look for improvement.**
- **Performed daily out-going finished goods quality inspection and monitoring phamarceutical parts by using pump gauge, stop watch, caliper, fitting gauges, endo test, and etc.**
- **Prepared equipments for calibration and updated calibration schedule**
- Prepared new documents, updated and improved quality documents complianced for ISO9001: 2008; maintained files of traceable standard.
- Prepared weekly minutes of meeting and management review minutes.
- Did validation test measurement by using digital caliper, height gauge, weighing scales, ruler and etc and prepare sample process inspection results included drop test, leak test, etc and analysis report-based on engineering drawing specifications.
- Maintained safety, quality and housekeeping for good manufacturing practices; monitored pest control.

Company Name : **PTP Manufacturing Sdn. Bhd.**
Job Title : Q.A Executive
Period of Service : 14 November 2011 - 09 March 2012

Key Accomplishments:

- Integrally in assisted AGM in the preparation and developed ISO 9001:2008 to internal audit, in aggressive two months time frame, saved time and money of company by 50%. Been complimented by managers or co-workers being an asset of the company.
- Developed or implemented new procedures or systems, assisted to dramatically increased quality audit result of customer audit for non-conformance items and opportunities for improvement from 63.8 percent to a record high of 83 percent on system audit and from 73.7 percent to high record of 96.57 percent on process audit, led to potential business.
- Resolved customer complaints, took preventive measures to avert future complaints, and clearly documented NCR/CAPAR and all customer's feedback; provided CAPA training for inspection and production team which previously did not exist.
- Re-organized organization chart to make it work better.
- Guided internal and assisted managers in the preparation of training, conducted training and updated thorough training records for ISO requirements which did not exist previously.
- Assisted with internal audits of quality system

Responsibilities:

- Developed, implemented, and monitored quality manual, policies, procedures and work instructions for ISO 9001: 2008
- Created and prepared documents that related to product quality.
- Resolved product issues included raised NCR & CPAR; Provided CAPA training for operators, QC, packing, warehouse and delivery staffs to build up their product knowledge and to ensure to minimize product rework or rejection and maintain zero rejection where possible.
- Monitoring quality control for in-coming, in-process and out-going inspection process; performed daily in-process/ final inspection and out-going finished goods quality inspection by using jig digimatic caliper, micrometer, L gauge ruler, radius gauge, measuring tape, product jig and etc.
- Planned and implemented internal quality audit activities.

EDUCATION

Institution	Year of Completion	Qualification Attained
University of Technology Malaysia	2010	Master's Degree (Ed Technology) CGPA: 3.67
University of Science Malaysia	2000	Bachelor's Degree (H) Arts with Ed (Geo) 2nd Class Upper Division

TRAINING

Certificate	Completed Date
ISO 9001: 2008 Process Based Internal Auditing	3rd February 2012

SKILLS

- Ms Office 2010 (Word, Excel, Powerpoint, Access, Outlook, QI Macros & etc)
- DMAIC Six Sigma tools, 7 Quality tools, TQM, TPM, Lean manufacturing, 5S
- ISO TS core tools (APQP/control plan, PPAP, FMEA, SPC, MSA)
- Process Improvement, Root causes analysis, 5 Whys, PDCA & etc
- Planning tools, master schedule, raw material/production/inventory control/planning
- 8D Report, Customer Audit Report, EMS & QMS Internal Audit Report
- ISO9001, 14001, TS16949 & etc

LANGUAGES

	Proficiency (Best=10; Worst=1)	
Language	**Spoken**	**Written**
Mandarin/Chinese	8	8
Malay	8	8
English	8	8
Hokkien	8	Nil

SUMMARY OF QUALIFICATIONS

- Since 2011, in manufacturing for ISO documentation, implementation, internal audit (ISO system/ process/product audit & report) & customer audit & report, customer complaint management 3D & 8D/ CPAR/ email writing, weekly meeting, process improvement, planning, inventory, delivery & etc.
- About 10 years of experience in training since 2000 till 2011, including all areas of training, presentation, briefing & etc.

PERSONAL STRENGTHS

- Self-starter
- Dependable
- Multi-skilled
- adaptable
- Detail-oriented
- Dynamic team player and able to do well independently
- Sense of responsibility & leadership abilities
- Cross-cultural communication and collaboration skills

WORK'S PREFERENCES/EXPECTATION

Willing to travel: Will consider
Possess Own Transport: Yes
Expected Monthly Salary: TBD/Negotiable
Availability: Immediately