



SELVAM RAJAGOPAL

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QUALITY HEAD

Senior Management professional, who stands for customer orientation or challenges, with a track record of leadership with high performance delivered. Skilled in Quality Management System, Customer Quality, NPD Quality, Quality Assurance & Operations Excellence. Good product knowledge in Engines, Brakes system, Automotive lighting, Forging & Machining. 25 years of rich experience in Automotive OEM & Components manufacturing and Qualified with a Master Degree in IC Engines. My guiding principles: Customer first, Solutions approach, Team work.

CORE COMPETENCIES

IATF 16949 & ISO 9001

ISO 14001 & ISO 45001

Plant Quality

Supplier Quality

New Project Development

Operational Excellence

Operations Management

AWARDS & ACHIEVEMENTS

- ❖ Received 5 years Long service award from Daimler India in the year of 2013
- ❖ IATF 16949 Internal Auditor
- ❖ ISO 14001 Internal Auditor
- ❖ Achieved Ford Q1 Award during the year 2019 in Hella India Lighting Ltd.
- ❖ Achieved Caterpillar SQEP Award during the year 2019 in Hella India Lighting Ltd.
- ❖ Achieved ISO 14001 & ISO 45001 during the year 2020 in Ramco Steels Pvt Ltd.

EXECUTIVE SUMMARY

- Process re-engineering and cross functional approach to achieve transformation with Quality as the nucleus, and focus on Right First time in execution.
- Built up strategic foundations and drove the campaign for shop floor & operational improvements with cross-functional operational synergy - resulting in successfully turning around the organization.
- Focus on process and systems backbone: Establishing Customer Quality focus, Improved Shop floor management and Autonomous Teams by nurturing the dynamic Q-feedback system (Q-Gates).
- Lead CFT team during project phase and play vital role for successful launch in market. Quality leadership role and minimize the customer/field issues, improve Quality metrics.
- Establish Quality gates, resources, methods during green field project
- Key leadership player deeply involved in project deliverables, deploying learnings from mother plant, bench mark with similar industries and bring the best in class in the respective segment.
- Collaborative team player with strong liaison, communication, interpersonal & problem solving skills, dedicated & committed, manage & organize successful teams with focus on performance & results.
- Shop floor layout planning and improve material flow, 5S, minimize material movements and standardization.
- Training to all team members for Quality methods, Quality gates in organization and create Quality culture.
- Optimizing the resource by implementing latest technology like Auto correction tool & Auto gauge and improve the profitability
- Flawless launch of new products by involving stake holders with synergy and First time right approach.

TRAININGS

- ❖ Engine assembly & testing training at Daimler Mannheim plant
- ❖ Field Quality data analysis & Tools training at Renault Dacia plant, Romania.
- ❖ Leadership skill training in Hella Global in Shanghai, China.
- ❖ PRWA training at Daimler Germany
- ❖ Zeus, CVDS; ACTIS, IQ-FMEA Software, DRG software, LUP-QC
- ❖ TS16949 / IATF 16949 Internal Auditor & ISO 14001 Internal Auditor
- ❖ Internal Quality Auditor Training at Hella Germany

PROFESSIONAL EXPERIENCE



RAMCO STEELS PVT. LTD

AUG 2019 – TILL DATE

Designation: General Manager Corporate Quality

Responsibilities:

- Process re-engineering and CFT approach to achieve transformation with Quality as the nucleus, and focus on Right First time in execution.
- Strategic approach and drive shop floor & operational improvements with cross-functional operational synergy.
- Achieve exceptional improvement in Quality metrics & Customer audit score and improve customer satisfaction.
- Set up and execute Quality roadmap for 'First time right' culture and focus on Customer Quality.
- Improve Shop floor management and Autonomous Teams by nurturing the dynamic Q-feedback system (Q-Gates).
- Recruitment, training, empowerment, competency and managerial development to realize high improvement in Quality system, Quality culture.
- Define and set KRA & KPIs for all functions and implementing PMS system
- Systems & Procedures review throughout the organization
- Lead the organization for customer audits and prepare for Qualification
- Training to all mid-level management team and prepare for future leadership
- Lead the team for IATF 16949 & ISO 14001 audits
- Implement Auto correction tool & Auto gauge to improve efficiency & profitability
- Digitalization of shop floor reporting and new project documentation
- Define & implement Operation excellence program and improve Ramco Quality culture
- Negotiating vendors for capital investments
- Rationalize the manpower and optimize the resource to improve overall efficiency of the plant
- Lead CFT team for establishing weld shop and achieve EN15085-2 & ISO 3834-2 certification

Achievements

- ISO 14001 & ISO 45001 certification for both 2 plants
- Maruti Audit score improved from 63% to 75%
- KION customer audit score achieved 92%
- HML new projects & new shop floor established
- New weld shop & lab established
- Daily KPI monitoring & review system established for both plants
- Shop floor layout optimized and standardized



HELLA INDIA LIGHTING LTD

JULY 2017 – JULY 2019

Designation: Deputy General Manager Quality

Responsibilities:

- Quality leadership for entire plant and implement Hella Quality road map.
- Build Quality team with strong customer focus and achieve customer satisfaction & Quality metrics.
- Nurturing team members with empowerment and focus in customer voice, problem solving, improvement projects through Team FF and achieve customer ppm less than 10.
- Drive entire organization for implementing IATF 16949, Ford Q1 & Caterpillar SQEP and achieve certification
- Customer complaint analysis & report to matrix organization
- Monitoring customer PPM within target and close the issues on-time
- Train the team for Process Audit & Product Audit implementation
- Lead the COP issues and close the gap
- Creating the Quality culture within the organization
- Recruit team member, training and empower them to achieve best performance on their role
- Supplier development initiatives and drive for campaign to establish Hella Quality system
- Internal Quality Systems Audit & report to Management

Achievements

- IATF 16949: 2016 certification for the plant
- Ford Q1 Award
- Caterpillar SQEP Award

Designation: Deputy General Manager Quality**Responsibilities:**

- Lead the team for customer complaints resolution on Brakes system
- Lead the team for customer audit and achieve for Qualification
- Implement Quality gates to ensure defect free production & delivery
- Reduce machine shop rejections ppm
- Drive SQA team for supplier development/up-gradation
- Budget planning & monitoring for Capex & Expenses management as per business plan
- Support for Localization parts implementation & initiate actions for stabilization
- Manage Customer PPM, COPQ, and Supplier PPM within target
- Lead CFT Team for critical Quality issues handling / resolution
- Approval decision for 4M change & New Parts Development deviations
- Facilitate the team for flawless launch of New Car Program
- Critical Quality problems solving by involving MDK team support

Achievements

- Achieved customer PPM less than 10
- Maruti project flawless launch
- MDK project implementation

Designation: Section Manager – Renault Customer Quality (ISla)**Responsibilities:**

- Lead the Renault Field Quality as ISI (Field claim statistic analyst)
- Project Lead for BBA (KWID) car launch program
- Lead the OLV Reactivity meeting for KWID car field issues during launch phase
- BBA car program Project phase, Pre OLV/OLV issues summary reporting to corporate program lead (French lead)
- Lead the daily CFT meeting and review the BBA unique incidences & DRG% tracking
- Investigate and resolve the field quality issues on DUSTER, CAPTUR & LODGY passenger vehicles
- Register the field issues in LUP QC and drive the team for resolution
- LUP QC coverage tracking and reporting to top management
- Criticality status reporting of K1, K2 & K3 Issues
- Monitoring & tracking the Incident trend & Rate/1000 trend
- Resolution speed tracking and reporting for Design related and Manufacturing related incidences
- Commodity wise unique incidences tracking during project phase, pre OLV/OLV phases
- Actions review and reduce the field claims through LUP QC
- Represent Renault Quality in QRQC meeting along with After sales & service team and plant team
- Support & co-ordinate for Field work procedure
- Prepare the Renault India TRAJECTORY report and review with corporate lead
- Prepare the weekly PRIORITY LIST & SUIVI HEBDO
- Conduct Customer QRQC Meeting and initiate actions at plant
- Conduct Reactivity Committee Meeting and ensure LUP QC coverage for all issues
- Lead WAR Room meeting and report to Management

Achievements

- Successful launch of KWID car project
- Customer incidences reduced by 20%
- Renault Quality system successfully implemented

**Designation: Senior Manager – Engine Assembly & Testing Quality****Green field project – Quality Control (Sep 2008 to Dec 2010)**

- Quality lab & DPAC lab layout planning
- Manpower planning
- Resources & budget planning for Quality lab equipment
- Implement the tools, methods for lab set up and establishment

Process Quality (Engine Assembly & Testing) (Jan 2011 to May 2014)

- Power train project deliverables reporting through R-plan
- Quality resource planning for Engine assembly & Testing
- Quality concept preparation and deploy the system implementation
- Establishing the Quality Measurement lab & DPAC facility lab in Green field project
- Quality gate system implementation in engine assembly shop
- Engine Quality KPI target setting and monitoring
- Quality team recruitment and train on their role
- Preparation of DPAC concept and implementation
- Complaints tracking ZEUS Tool implementation
- Lead CFT for critical issues resolution
- Establishing OM906 Engine assembly & testing in Green field project
- Process validation for OM906 Engine & 4D34i Engine during project phase
- Conduct process capability study for critical process parameters
- Organizing daily shop floor meeting and discuss the quality issues
- Conduct In-process audits and manufacturing validation
- Establish Quality gates for improving product quality
- Resolve the open issues of test benches and prove out for production

Field Quality (May 2014 to May 2015)

- Raising external campaign & service measure for critical failures
- Warranty failure analysis & corrective actions implementation
- Leading CFT team for critical failures
- Establish product tear down facility & diagnostic tools
- Organizing weekly FQT meeting and monitoring task tracker
- Visit to dealers for joint investigation on critical failures

Major achievements

- Establishment of Quality gate system for OM906 Engine & 4D34i Engine
- Engine high oil consumption issue & white smoke issue resolved
- DPAC & Product Audit lab set up during green field project
- Brake overheating issue resolved
- Quality lab & DPAC Lab set up

**Designation: Deputy Manager – Field Quality (Plant Vehicle Team)**

- Monitor the Warranty Repair / 1000 & CPU for LDT Truck (Load king) & Bolero vehicles
- Raise the Emerging concerns through DMS and initiate actions in plant
- Investigation on warranty failed parts and implementing corrective actions
- Organizing joint investigation on field vehicles for Emerging concerns
- Field campaign & service measure on critical complaints
- Discussion with R&D and raise design change request for design failures
- Warranty data analysis and report to Management

Major achievements

- Lead the field campaign for Brakes pulling issue for Load king vehicle
- Brakes R/1000, CPU reduced by 20%

**Designation: Senior Engineer – Customer Quality**

- Represent WINDOW ENGINEER for major OEMs of TVS, TAFE, M&M, Ashok Leyland
- Resolve the machining Quality issues on M&M, TAFE Tractor brakes
- Investigation on warranty returns of TMC, Wcyl & Booster and initiate improvements
- Reporting to top management regarding field & warranty complaints
- Monitoring the customer line PPM and initiating corrective actions
- Visit to customer periodically and review all Quality issues with customer
- Dealer joint investigation and initiate actions

Major achievements

- SML parking brake over heating issue resolved
- Ford TMC & Wheel cylinder field issues resolved
- Tafe customer ppm reduced from 300 to less than 100

**Designation: Executive – Vehicle Assembly Quality**

- Solving the vehicle assembly line issues for smoothening the production line
- Conduct process audit & process audit as per plan
- Implementing Quality gates in vehicle assembly line
- Conducting process capability study for gear box machined components
- Analyze the field issues and implement actions at plant
- Conduct process audit & Torque audit in vehicle assembly line

Major achievements

- Gear box housing machining issues resolved
- Established smooth outsourcing of gear box housings

**Designation: Executive – Vehicle Assembly Quality**

- Preparing the PFMEA, Control plan & Process flow for vehicle assembly
- Periodical audit on Process & Product and report to top management
- Clearing the assembly line rejections
- Preparation of Vehicle Assembly PPAP

Major achievements

- Quality gates implemented successfully in green field project

**Designation: Junior Engineer – Engine Assembly Quality**

- Conduct Engine performance test for OM906 Engines [Trax, Tempo Traveller]
- Conducting process audit & Torque audit for Engine assembly line
- Attending the engine assembly line issues and initiating corrective actions
- Reduce the machine shop line rejections

COMPUTER KNOWLEDGE

- ❖ MS Office, Word, Power point, Excel and SAP system

EDUCATION

Qualification	School / Institute	Board / University	Percentage of marks	Remarks
S.S.L.C (1992)	Kalaimagal Higher Secondary School	Secondary School Education, Chennai	87.2%	First class
D.M.E (1995)	Sri Ramakrishna Mission Technical Institute	Technical Education, Chennai	81.5%	First class with distinction
B Tech - Mechanical (2006 – 10)	Dr. M.G.R University	Dr. MGR University	7.09 CGPA	First class
M Tech – IC Engines (2010 – 12)	Vel Tech University	Vel Tech University	8.42 CGPA	First class with distinction

PERSONAL DETAILS

- ❖ **Date of Birth:** 12 Aug 1976
- ❖ **Nationality:** Indian
- ❖ **Languages Known:** Tamil, English and Hindi
- ❖ **Passport Details:** Z4707108 valid till 2028