

Sheshrao Pande

Manager- Quality Assurance

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SUMMARY

Experience Quality Management professional with focused responsibilities for Incoming and In-Process inspections, Document Control, Process Improvement, Internal Auditing, Supplier Quality Management, Compliance, Stability, Investigations, Change Control, Training, Corrective and Preventive Actions.

More than 18 years of Quality experience in Optical Fibre manufacturing Industry with an emphasis on Quality Assurance, Quality Control, Good Manufacturing Practice (GMP), and ISO 9001/14001/18001 implementation.

Extensive qualifications in the development of strategic quality systems (where none existed) to include: Supplier Quality Management, Statistical Quality Control (SQC), Incoming Quality Inspections, Management Review, Auditing, Validations, Calibrations, Training, Document Control, Investigations, Change Control, Corrective and Preventive actions (CAPA), etc.

WORK EXPERIENCE

Quality Assurance Manager

Specialty Polyfilms (I) PVT LTD, Aurangabad, Maharashtra

Feb' 2014 – May' 2015

Specialty Polyfilms is India's leading manufacturer of polyethylene based specialty films. They manufacture and market high quality industrial grade Stretch Wrap film, Masking film and Protective Wrap film for domestic and industrial use.

- **Managed Quality** Assurance activities including creating and maintaining procedures, instructions, critical control points and parameters, inspections, testing, non-conforming material, internal & external audits, certifications, calibrations, records and documentation.
- **Managed** the customer complaint interface for all customers including export customers.
- Performed root cause analysis using tools such as 5Why and Fishbone, implemented corrective actions and completed 8D reports.
- **Managed** the **Quality** Assurance Lab and a small group of direct reports.
- **Managed** the successful re-certification of ISO 9001 in 2015 and maintained compliance thereafter.
- Worked with other departments to develop and implement corrective actions.

Quality Assurance Manager

Essel Propack LTD, Vasind, Dist Thane

Aug'2013 – Feb'2014

Essel Propack is a global tube-packaging company, and is a specialty packaging manufacturer of laminated plastic tubes for the FMCG and Pharma space.

- Took plant for FSSC 22000 compliant in four months by implementing, improving and training on processes new to the organization. In addition, developed user-friendly work instructions and involved all levels of the organization. Plant Awarded FSSC 22000 certification in first attempt with 4 minor observations.
- **Managed** day-to-day functions of companies' manufacturing facility to ensure compliance with current ISO 9001, FSSC 22000 and company guidelines.

(Essel Propack cont...)

- Trained personnel to ensure ISO 9001, FSSC 22000 processes and procedures are met throughout all aspects of production.
- Provided technical and logistical support on **quality** and regulation issues to all Production personnel
- Facilitated monthly **Management** Review
- Company trained auditor responsible for conducting facility internal audits.
- Worked extensively with many of the customers to find solutions to their problems/issues. Customers include Colgate, P & G, Dr.Reddy's Lab etc...
- Established several problem-solving teams to eliminate many of the defects that occurred on a daily basis.
- Sets Quality compliance objectives and ensures that targets are achieved.

Unit Quality Head

Sterlite Technologies LTD, Aurangabad, Maharashtra

Aug'1994 – Jul' 2013

Sterlite Technologies Ltd. is an Indian manufacturer of optical fibres, telecommunication cables and power transmission conductors and exports optical fibre to overseas markets in China, Europe and South East Asia.

- Supervised a team of 42 **quality** control and quality **assurance** members. Stressed the importance of continuing **quality** training.
- Trained in Kaizen principles. Participated in several successful formal and informal Kaizen events resulting in some of the following successful events. Reduced inventory 25%, reducing floor space by 50%, reduction of manufacturing personnel in several areas
- Justified new equipment, processes and materials for improved throughput and **quality**.
- Instituted procedures for various production, **quality** and cost improvements.
- Conducted Internal Audits, analysed the results and provided Corrective Actions
- Improved response to customer complaints by inviting direct communication and travel to customer sites to solve quality issues and address potential liabilities
- Performed statistical studies and validation on Machines
- Reduced wastages and standardized work.
- Responsible for the overall implementation and effectiveness of the Quality Assurance Program
- Accountable for quality metrics, improvement initiatives, and management of customer escalations.
- Supervised that the organization Quality Management System confirm to customer, internal, ISO 9001/14001/18001, regulatory, legal requirements.
- Implementing company's quality control and policies
- Developed, installed, and maintained economic QC sampling plans and procedures
- Validated quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence determining operational and performance qualification; writing and updating quality assurance procedures
- Analysed data and presented to engineering regarding manufacturing, vendor and field complaints, making recommendation for engineering evaluation towards problem elimination
- Directed and coordinated the activities of team engaged in quality functions - including inspection, analysis and training.
- Implemented measures to improve inspection methods, equipment/tool performance, product quality, efficiency and morale

ACCOMPLISHMENT

- *Eliminated 15% of the organizational waste by reorganizing the business logic in the database system for re-working.*
- *Increased efficiency 25% by implementing a Value stream mapping and changing the test equipment layout to promote ease of movement and decrease clutter.*
- *Reduced department spending by \$40,000 by analysing the data and implementing variable sampling plan thereby increasing the testing capacity by 31%.*
- *Effectively reduced the customer complaints by 5% within six month time span in current organization by implementing the first article inspection process.*
- *Qualified alternative suppliers and materials, including suppliers that gave the organization more on environmentally friendly presence in the market reducing the overall cost by 5%.*
- *Reduced Lead time by 18 hrs.by using Kanban system and attacking high waste areas and eliminating Work In Progress stages.*
- *Implemented corrective and preventive action based on customer satisfaction survey tool with satisfaction index less than 85% and enhances successes in product quality.*
- *Promoted "RISING STAR" and "SPOT PERFORMER" awards among the team resulted 0% attrition for year 2010-11 and 2011-12 in Quality department.*
- *Strengthened the Quality Control testing by taking all real time data to database eliminating manual intervention resulted in virtually paperless Quality Testing.*

SKILLS

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| • 21+ years of Quality Assurance/Control experience | • Six Sigma Black belt trained |
| • Work well under pressure | • Strong written and verbal communication skills |
| • Successful in a fast-paced environment | • Good at establishing goals and setting priorities |
| • Proven ability to manage and schedule crews | • Good at following instructions and procedures |
| • Strong work ethic | • Excellent customer relationship building skills |
| • Dependable, independent worker | • Solid experience resolving customer complaints |
| • Strong team player | • Advanced computer skills |
| • Employee performance reviews | • Internet research skills |
| • Ability to excel in group environments | • Data analysis tools |
| • Employee productivity reports | |
| • Troubleshooting expert Strong interpersonal skills | |

EDUCATION

Master of Science in Applied Electronics
Dr. B.R. Ambedkar Marathwada University
1994

Bachelor of Science in Physics, Mathematics, Electronics
Marathwada University

