



Kamal Sharma

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Job Objective

- Seeking middle level assignments in a leading organization of repute in HVAC/ Manufacturing/Consumer Durable Industries

Profile Summary

- Three years of experience in Field Quality Management, Customer complaints analysis and Product improvement.
- Professional Excellence in Field failure analysis with cross functional teams and countermeasures.
- Adept of critically reviewing product related complaints and improving sensitivity in responding to field.
- Exposure in assuring that complaints are not repeated and formulating action plan for reducing field failure ratio.

Core Competencies

- IFR (Important Failure Report) Analysis.
- SRN (Sales Return Note) Analysis.
- DOA Calls Analysis.
- Dealers and HCS (Hitachi Customer Satisfaction) visit for Technical training.
- Product Improvement.
- Service Review.
- Product Design Review.

Organizational Experience – 3 years 1 Months

- **Company** : Johnson Controls-Hitachi Air Conditioning India Ltd
- **Designation** : Executive
- **Department** : Quality Management
- **Duration** : Since Jun'14

Company Profile

Johnson control Hitachi Air-Conditioning was established on October 1st, 2015 as a joint venture between Hitachi Appliances Inc. and Johnson Controls Inc. Hitachi Home & Life Solution Ltd :Hitachi is an ISO 9000, ISO 14000, ISO 18000 certified company manufacturing Air Conditioner like cassette air conditioner, duct able - package air conditioner, window air conditioner, split air conditioner, space maker, ceiling, concealed split & tower air conditioner, located in Ahmedabad in Gujarat with all sophisticated machinery & competing with the LG ,Samsung, Blue star, Carrier & Daikin. Hitachi Home & Life Solutions (India) Ltd., a subsidiary of Hitachi Appliances, Inc., Japan, was first established in 1984.

Work Experience Organizations



Job Responsibilities

- Daily IFR Review and reply to service team.
- Close Co-ordination with service team for DOA cases detailing.
- SRN Analysis to ensure countermeasures.
- Breakdown Calls trend analysis.
- In-warranty Part failure analysis and claims from suppliers.
- Cost of Quality Budget preparation and monthly monitoring.
- Dealers visit for New Product Feedback.
- Training to Field for troubleshooting guidelines.
- Service communications to field for product improvements.

Highlights:

1. IFR Reply Turnaround Time Improvement

- 98% IFR Reply ensured.
- 80% IFR replied within 24 hrs and rest within 2 working days' time.
- IFR Process improved

2. CRM (Customer Relation Management) system Improvement

- Worked on format for customer feedback and service analysis of failure
- Core member of JCH-IN technical support team.

3. Objective Champion for Customer Focus

- Member of JCMS (Johnson Controls Manufacturing Systems) Team.
- Leader for Customer Focus objective under Total Quality.

4. Six Sigma – Green Belt Course

- Trained in Basic Six Sigma course under Green Belt program.
- Project on Field Leak Analysis and countermeasures.

VEC Ideas

- ODU Packing design modification for connecting kit missing cases.
- IDU Coil clip increased to eliminate water dripping concern.
- Poka Yoke for ODU fin damage cases due to lateral feeding conveyor.

Projects and Internship during College

- Design and Fabrication of solar inverter for providing economic and ecofriendly solution to street vendors for illumination at night and charging mobile in day time.
- Seven Month internship with Bluestar Ltd, in Air Conditioning Project Division. Worked on DLF Mall of India's HVAC installation and commissioning project.
- Three months training in AutoCAD and Unigraphics with Mitsu CAD center.

Educational Credentials

- B.TECH (Mechanical) from YMCA University of Science & Technology, Faridabad in 2014 with 7.92 CGPA
- XII (C.B.S.E.) from MVN School, Faridabad in 2010 with 88% marks
- X (C.B.S.E) from DAV Public School, Palwal in 2008 with 89.2% marks.

Personal Details

Date of Birth: 18th Sep 1992
Languages Known: English, Hindi
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Area of Expertise



Quality Management



Quality Assurance
& Control

