1. Led QS 9000 implementation certification effort and provided training to hourly and management employees, [Type] and [Type] staff.
2. Reported production malfunctions to managers and production supervisors.
3. Implemented ISO 9000 quality systems, defining business practices, leading to certification and better business practices.
4. Determined quality department standards, practices and procedures.
5. Inspected products and worker progress throughout production.
6. Assured consistent quality of production by implementing and enforcing automated practice systems.
7. Monitored staff organization and suggested improvements to daily functionality.
8. Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
9. Estimated financial requirements of new projects.
10. Applied coaching techniques and tools to support managers and team members in improving performance.
11. Tracked quality issues with external customers, suppliers and internal plant operations.
12. Scheduled and chaired quality review meetings to review effectiveness of performance mitigating risk, improving throughput and achieving customer satisfaction.
13. Established and tracked quality department goals and objectives.
14. Recorded, analyzed and distributed statistical information.
15. Implemented new quality assurance and customer service standards.
16. Developed quality planning for multiple new product launches by verifying customer requirements and implementing in design and production.
17. Collected production samples regularly and performed detailed quality inspections.
18. Collaborated with audit clients and action owners to apply root cause analysis guidance and establish effective corrective action plans.
19. Conducted research, gathered information from multiple sources and presented results.
20. Specified quality requirements of raw materials with suppliers.