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