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