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**OBJECTIVE:** Secure a management position which utilizes proven skills in operations, engineering, product development, new product launches, customer management, project management and general business acquired through more than 10 years in a variety of manufacturing and corporate environments.

### SUMMARY

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**Experienced manager** with MBA and BS in Electrical Engineering. A strong, change-agent with natural leadership qualities regardless of business needs or intensity. Performed under the most demanding requirements of the OEM and aftermarket vehicle segments for Fortune 500 companies. Expertise in Just-in-Time operations, engineering and customer relations within the fast-paced automotive industry. Extensive experience with new product launch, design, planning, budgeting, purchasing and logistics processes in manufacturing and assembly operations.

- OEM Customer Relationships
- Analysis and Statistics
- Auditing and Reengineering
- Business Development
- Product Design
- New Product Launches
- Program Management
- Crisis/Permanent Problem Resolutions
- Lean Manufacturing
- Six Sigma Green Belt
- Supplier Quality/Selection
- Leading Large Teams

### ACCOMPLISHMENTS

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#### **SHILOH INDUSTRIES, Dickson, TN**

**08/2005 – 07/2006**

*A \$300 million manufacturer and Tier 1 automotive supplier*

**Quality Manager:** Primary Dickson Plant Quality management representative. Restructured Quality department and developed inexperienced staff, which led to improved quality performance and customer satisfaction. Manage a team of more than 10 Quality Engineers, Supervisors and Technicians. Key customers included GM, Chrysler, Nissan, JCI and Lear.

- Restored deteriorated customer relationships by permanently resolving quality issues, establishing integrity and improving communications.
- Reorganized department staff to effectively manage multiple objectives. QE's assigned to customer group or internal processes. TS16949 Coordinator assigned to supplier quality.
- Led third party containment 6-sigma project to eliminate current containment within 6 weeks and established systems to prevent future containment.
- Became change-agent for revamping quality system processes to improve effectiveness of implementation and eliminate overkill.
- Report to General Manager with dotted line to Corporate Quality Director.

#### **L&W ENGINEERING, Inc., Lebanon, TN**

**03/2005 – 08/2005**

*A \$300 million manufacturer and Tier 1 automotive supplier*

**Quality Manager:** Primary Southtech Plant representative to more than six leading OEMs and suppliers to the automotive industry. Charged with revamping Quality function and team to lead plant to meet customer requirements. Manage a team of more than ten engineers and quality technicians. Key customers include Honda, Nissan, Delphi, and JCI.

- Solved third party containment for Honda in less than 45 days saving plant \$50,000 monthly.
- Developed an action plan for implementing plant-wide quality processes and support system including completely new organization and solutions for dozens of simultaneous customer mandates.
- Set the pace for changes across entire organization for standards of excellence and measurable performance.
- Report to plant manager with dotted line to Corporate Quality Vice President.

**JOHNSON CONTROLS, INC.,** Murfreesboro, TN

02/2000 – 02/2005

*A \$20 billion manufacturer and Tier 1/OEM supplier to the global automotive industry*

**Quality Manager:** Primary JCI management representative to Nissan USA regarding quality systems and performance for >\$350 million business unit. Report to Plant Manager and Corporate Director of Quality. Key responsibilities include overall customer and supplier quality performance and customer satisfaction with emphasis on new product launches and JIT. For new launches and daily production, manage quality functions at two separate manufacturing facilities: *metals and seat assembly*. Supervise, set objectives, and conduct reviews for team of 25 including engineers, technicians, and auditors.

- Achieved awards for quality, improvements, and customer service:
  - 2004 Nissan Quality Award across all suppliers.
  - 2003 Nissan Quality Award across all suppliers; *never achieved by Johnson Controls Murfreesboro*.
  - 2002 Gold Medal for JCI overall Quality Performance, North American Operations.
  - 2001 Silver Medal for JCI overall Quality Performance, North American Operations.
- Managed APQP activity for 8 successful major model launches in 2004. Worked closely with Program Manager, design and plant team to successfully trial and implement many late design changes to satisfy customer launch expectations. Met customer and supplier 30 days post-SOP PPM targets for all 8 launches.
- Implemented TS 16949 quality system - August 2003. Implemented QS 9000 quality system in first 12 months.
- Manage departmental purchase-burden budget of \$250,000 covering two separate plants. Continuously coordinate with all areas of operations and corporate organization including design, purchasing, finance, sales, engineering, and production from the senior management to floor levels.
- Direct nearly 100 domestic and international suppliers to achieve high quality standards; achieved a total PPM average below 100 for fiscal year 2003 and 2004.
- Trained green belt. Led 6-sigma core team efforts to reduce costs and improve profits. 6-sigma process owner for customer oriented and quality improvement projects.
- Decreased customer PPM 5700 to 800 in first year through implementation of quality control and performance tracking processes, improved teamwork skills and structured problem solving, department re-organization and improved communication across shifts, between plants and among customer operations.

**TRICO ELECTRONICS DIVISION** Springfield, TN

06/1995 – 02/2000

*A Tier 1 OEM and after-market supplier of electronics to GM, Ford, Chrysler, Toyota, Nissan, Subaru*

**Quality Manager:** Managed all areas of QS-9000 quality system including planning, implementation, auditing, and continuous improvement. Primary customer and supplier contact for quality, production, and planning issues for current/new products. Organized product design changes and secured customer approvals. Interacted directly with customer to troubleshoot problems, develop solutions and to represent TRICO Products as needed.

- Led and achieved QS9000 certification in 14 months: defined strategic plan, managed implementation and trained peers in functional areas of sales, human resources, purchasing, manufacturing, engineering, and customer service. Increased sales +\$12MM.
- Achieved 1996, 1997, 1998, and 1999 "Zero Defects" award for outstanding product quality, given by primary customer Nissan Motors Corporation USA, a new TRICO accomplishment. Achieved Quality awards from Toyota in 1996, 1997, and 1998 and Subaru in 1995 and 1997.
- Instrumental in developing relationships with Toyota, GM, Honda, Nissan and Subaru that helped achieve 200% sales growth over a four-year period, including major contract awards for Toyota and GM Cadillac.
- Member of Toyota BAMA (Bluegrass Automotive Manufacturers Association) organization. Led and participated in BAMA supplier workshops utilizing the "Toyota Production System" philosophy. Developed and executed TPS implementation plan at Trico. Trained management salary and hourly work force on TPS concepts; facilitated implementation of process improvements and work standardization across manufacturing areas. Successfully reduced manufacturing costs by \$250K in first year of program.
- Cross-trained as Manufacturing Manager for 1-year period responsible for all OEM production processes.
- Led cross-functional teams of Quality, Engineering, Sales, Manufacturing, and Purchasing to launch new products, determine continuous improvement opportunities, and resolve product issues.

**TRW COMMERCIAL STEERING DIVISION, Lebanon, TN**

11/1991 – 06/1995

*A Fortune 200 supplier to the commercial auto industry, primarily Peterbilt*

Manufacturing Engineer: Key responsibilities - Purchase, installation, set-up and troubleshooting of CNC and PLC equipment in addition to Robotics in a highly automated production environment. Supported production of power steering gears for commercial trucks and buses.

- Programming and troubleshooting skills with Fanuc, Allen-Bradley and Siemens CNC and PLC equipment in addition to Fanuc and Prab Robotics.
- Supervised other Manufacturing Engineers and maintenance technicians and oversaw plant operations in absence of Manufacturing Engineering Manager.
- Initiated development and implementation of process to evaluate and approve capital equipment purchases utilizing a cross-functional team.
- Led cost savings program that saves \$250K annually in plant power consumption.
- Selected to committee to initiate process FMEA process.

**THE BOEING COMPANY, Lake Charles, LA**

08/1989 – 02/1991

*A world-leading manufacturer of aircraft vehicles*

Electrical Engineer: Responsible for investigating, analyzing and implementing electrical modifications and solutions for all discrepancies. Supported the production and maintenance of government aircraft contracts.

- Successful in creating teamwork approach to improve processes and reduce costs.
- Coordinated Digital Auto-Pilot and Fuel Savings System modification projects for Air Force.
- Led training program for Engineering on methods of troubleshooting, determining damage and repair criteria and documenting procedures.
- Designed testing equipment for "electro-explosive" circuits.

**EDUCATION**

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**Belmont University, Jack C. Massey School, Nashville, TN**

- Master of Business Administration 1996
- General curriculum with a focus in Total Quality Management
- Full-time student while working 50-60 hours per week
- Grade Point Average 3.8

**Christian Brothers University, Memphis, TN**

- Bachelor of Science in Electrical Engineering 1989
- Worked full-time to earn 50% of college expenses via employment at Northwest Airlines

**Dale Carnegie Leadership Course** – November 2003

**Six Sigma Green Belt** – 2004