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*A dynamic, result oriented senior manager with experience and expertise in developing, establish and enhancing total quality management systems that are designed to create a competitive edge and business excellence. Solid reputation as an astute team builder who achieves goals with enthusiasm, commitment and a high degree of integrity.*

### Skills and Experience

#### Management

- ✓ Successfully lead organizations ranging from a small and medium enterprises up to large corporations;
- ✓ Highly experienced to plan and motivate subordinates to achieve established goals;

#### Leadership

- ✓ Successfully reduce the employee turnover and absenteeism from 30% to 8%;
- ✓ Implemented proactive strategies towards employee occupational health and safety that resulted in reducing workers compensation claims by 300%;
- ✓ Implemented companywide monthly meetings to facilitate effective communication from the top management to shop floor;
- ✓ Creatively introduced motivational techniques and reward systems that resulted in significant production and quality enhancements.

#### Quality Assurance Management

- ✓ Proven record and extensive exposure with the ISO 9000, 14000 and 18000 standards which allowed successful results ahead of schedule in four multimillion dollar organizations worldwide; (Planned, implemented, trained, audited and improved)
- ✓ Highly experienced in preparing training sessions and to developing customer loyalty programs;
- ✓ Proven ability to develop quality systems that consistently showed 99.97% of conformance

## Career History

### **QAM - Quality Assurance Management/ Kelowna, British Columbia**

**Director of Operations** **2008 - Present**

- ✓ Responsible to implement formal quality systems, provide training, registration guidance, perform internal quality audits, supplier development and audits;
- ✓ Customer loyalty programs,;
- ✓ Operational startups, efficiency programs and production enhancement coaching;
- ✓ Metrics and continuous improvement programs.

### **NAP Windows & Doors / Kelowna, British Columbia**

**Plant Manager** **2007 - 2008 (June)**

- ✓ Responsible to manage all manufacturing related departments including material planning, purchasing, quality assurance, scheduling, logistic and production.
- ✓ Provide support to budget plans and sales goals. Manage and control departmental expenditure within agreed budgets
- ✓ Improve quality records and customer satisfaction
- ✓ Responsible to improve occupational health and safety records (claims management and improve safety)
- ✓ Evaluate and develop operational strategies and performance with management team
- ✓ Promote better practices within the company

### **Canadian Commercial Vehicles / Kelowna, British Columbia**

A Subsidiary of the Eastern Company

**Technical Director** **2000 - 2007**

- ✓ Responsible for coordinating all new and current projects within the company from customer input to delivery.
- ✓ Provide technical support for sales team in regards new markets and potential products.
- ✓ Support to define and achieve company goals and improve profitability.
- ✓ Explore new markets and marketing strategies to enhance customer base.
- ✓ Implement and coordinate cost saving initiatives.

**Engineering and Quality Assurance Manager**

- ✓ Implemented company's formal quality system towards an ISO 9001-2000 / QS 9000 registration, and manage daily activities of the Quality Assurance Department.
- ✓ As Engineering Manager provided direct input on key decisions regarding plant layout, equipment acquisition, information management systems and optimizing the daily manufacturing routines.
- ✓ Acted as management representative between the company and its customers ensuring fulfillment of design and manufacturing requirements.

**FPI - Fireplaces International Products / Delta, British Columbia****Plant / Manufacturing Engineer** **1997 - 2000**

- ✓ Established capacity, investment and time studies to support future forecasts and new developments.
- ✓ Conducted research and development activities working between the engineering and the production departments; engaged in product performance and regulatory testing.
- ✓ Acted as Production department liaison supporting the plant Manager, enhancing standard practices and overcoming daily constraints.
- ✓ Implemented cost reduction programs, floor space analysis and overall quality improvement strategies which supported future growth of company.

**CHT Aerospace Inc. / Langley, British Columbia****Director of Quality Assurance** **1996 - 1999 (1997 - 1999 as a QA Consultant)**

- ✓ Appointed by the President to develop, implement and maintain all quality assurance routines in compliance with ISO 9001 and Transport Canada Aviation Regulations. (CAR's)
- ✓ As a Quality lead quality auditor performed internal and external audits (system, process, project and procedures) and implemented continuous improvement environment throughout company.
- ✓ Measured customer's satisfaction, monitored vendors and evaluated the company performance on a monthly basis. Established routines to conform to internal and external Y2K compliance requirements.

**DANA Corporation - GKN Automotive / Brazil (ATH - Precision Forming Plant)****Production and Plant Quality Manager** **1993 - 1996**

- ✓ Supervised one of three existing working shifts. (24 hours manufacturing operation) including daily production scheduling, planning, training, investment studies, and equipment specifications.
- ✓ Led company toward the ISO 9001 -1994 registration including establishment of necessary structure and training. ISO registration certificate was successfully received after only 9 months from the company start-up, which became a new record among other manufacturing plants or business units.
- ✓ Acted as TQM (Total Quality Management) coordinator regarding prototypes, new tooling approvals, as management link between Production and Engineering Departments and as final contact with customers.
- ✓ Implement SMED (Single Minute Exchange Dies) methodology to reduce set-up and non-value added time.

**DANA Corporation - GKN Automotive / Brazil (ATH - C.V. Joints Manufacturing Plant)****Manufacturing Engineer - Planning Engineering Department 1992 - 1993**

- ✓ Performed line balancing analysis, investment studies, machines specification and acquisition routines.

**Process Engineer - Project Engineering 1990 - 1992**

- ✓ Identified process and product improvement opportunities to reduce cost and improve quality.
- ✓ Developed prototypes and new products; acted as project engineering department coordinator. (Customers included: GM, VW, Ford, Fiat, Honda, Renault, Toyota)

**Process Engineer - Process Engineering 1989 - 1988**

- ✓ Developed new tooling and conducted tests (i.e.: cutting tools, inserts &, fixtures) for measurement devices, lubricant and coolants , set machining parameters
- ✓ Completed SPC studies and initiated improvements for machining line.

### Professional Affiliations

- **Past Board of Director** / Okanagan Science and Technology Council (OSTEC)
- **Senior Member** / American Society for Quality (ASQ)
- **Senior Member** / Society of Manufacturing Engineers (SME)
- **Member** / Society of Automotive and Aerospace Engineers (SAE)
- **Member** / Kelowna Chamber of Commerce (KCC)
- **Board Member** / Okanagan Valley Entrepreneur Society (OVES)

### Education

- **Bachelor of Science Degree, Mechanical Engineering**  
(\*P. Eng, Professional Engineering registration in process)

### Training and Professional Certifications

See attached.

### References

Contacts and references are available on request.

## Training and Professional Certifications

Certificates	Institution	Location
- Integrated ISO Management System (Quality, Environmental, Occupational Health and Safety)	Quality Management Institute (QMI)	Richmond, BC, Canada
- Project Management: Tools & Techniques	OUC	Kelowna, BC
- Lead Auditor ISO 9001:2000 Transition (RBA / IRCA registered training)	SGS Canada	Richmond, BC, Canada
- Visual Manufacturing	Alpine Systems / Lilly Software	Kelowna, BC, Canada
- Software Quality Assurance	BCIT	Burnaby, BC, Canada
- Quality Systems Auditor, PA	National Quality Institute (NQI)	Canada
- Occupation Health & Safety regulations / Risk Assessment	Employers Advisor Board	Kelowna, BC , Canada
- Occupational First Aid Attendant (level 1)	First Response	Kelowna, BC , Canada
- Lead Auditor in Quality systems (RBA / IRCA registered training)	P-E Batalas	England
- ISO 9000 Implementation training	Excel Partnership	Brazil
- Quality Assurance Systems	GKN Automotive Inc.	USA
- Production Management	GKN Automotive Inc.	USA
- Dana Quality Award Internal Auditor (Malcolm Baldrige criteria)	DANA Corporation	Brazil
- Kaisen, Japanese Continuous Improvement Technique	DANA Corporation	Brazil
- Statistical Process Control (Basic)	DANA Corporation	Brazil
- Statistical Process Control (Advanced)	DANA Corporation	Brazil

**Training and Professional Certifications (cont'd)**

- Failure Mode and Effects Analysis (FMEA)	IMAN	Brazil
- CNC Programming	DANA Corporation	Brazil
- Heat treatment	DANA Corporation	Brazil
- Management training (module I and II)	DANA Corporation	Brazil
- Total Productive Maintenance (TPM)	DANA Corporation / USA	Brazil
- Effective hiring routines	DANA Corporation	Brazil
- Problem solving techniques	DANA Corporation	Brazil
- Effective management communication	DANA Corporation	Brazil
- Time and movement analysis	DANA Corporation	Brazil
- Meetings Leadership	DANA Corporation	Brazil