

- Facilitated brainstorming sessions for quick fixing (kaizen blitz) of nagging problems.
- Served as advisor to president for difficult matters of employee reduction/reassignment based on performance metrics.
- Implemented improved measurement system to clearly track and trend quality concerns to be used for training, performance evaluation and employee awareness.
- Developed new quality checklist and assisted COO with new electronic job ticket.
- Assisted with implementing new mail center, including writing all procedures and work instructions.

2002~2003

Quality Consultant for Belgian Gear and Shaft Manufacturer in Chesterfield, Michigan

- Supervision of QC lab and salvage personnel.
- Implementation of traceability system for Allison Transmission production lines.
- Key team member involved in dramatically reducing final defect rate for Metaldyne (Nissan) gears from 7~8% to less than .25%.
- Maintenance of QS 9000 quality system.
- PPAP development and review/approval authority.

2000~2002

Engineering and quality systems manager for mid-size tooling and equipment company, D&B Engineering, Warren, Michigan (Owner sold business)

- Developed and implemented the QS 9000 Tooling and Equipment quality system in five months (March, 2001). Promoted to Engineering Manager/Quality Manager.
- Managed control and mechanical designers along with technical documentation employees and inspection personnel.
- Assisted in project management duties for GM-Shreveport 355 program with steadily increasing responsibilities on other projects.
- Assisted in and/or took over responsibility for a wide range of activities, including purchasing, safety, plant management, sales and chief motivator.

1999~2000

Quality Assurance Manager for Annex Pattern Company in Southfield, Michigan (Owner closed pattern side of business)

- Developed, implemented and maintained QS 9000 (with TE) quality system.
- Facilitated and trained R&M planning, FMEAs, Control Plans, 8Ds, etc.
- Set up preventative maintenance program.
- Learned pattern and mold design and manufacture (mostly for Ford and Visteon).
- Participated in technical sales.

1998~1999

Quality Assurance Manager and Human Resources Manager for Sanyo Machine America in Rochester Hills, Michigan

- Developed and implemented the ISO 9001 quality system with (TE compliance).
- Facilitated and trained R&M planning, FMEAs, Control Plans, 8Ds, etc.
- Promoted to Human Resources Manager. In charge of all hiring and firing, salary and wage determination, performance evaluation and other HR duties.

1988~1998

Owned and operated PCS Training Center in Tokyo, Japan / Technical trainer/rewriter/proofreader at Hilti, Inc. in Yokohama, Japan

- Responsible for proofing and editing business and technical documents and assisting with ISO 9000 registration at Hilti Corporation.
- Helped Japanese sales people and technicians communicate to their German-speaking counterparts using English as the base language.
- Held various private contracts with Japanese companies such as Sony, Seiko Epson, Toyota, Nissan, Aiwa and Honda. Training in technical communication.
- Supervised daily operations including scheduling, sales, recruiting, and accounting in this multi-language, multi-cultural environment. Contracted to many Japanese companies including Sony, Seiko Epson, Nissan, Mitsubishi, JAL, ANA and Toyota.