

ROBERT SMITH

Product Quality Manager

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SUMMARY

Conduct evaluations of domestic and international academic programs and services, using quantitative and qualitative data, to improve instructional design and delivery, student learning outcomes, and student experience. Write and deliver reports to stakeholders that include evaluation findings and data-driven recommendations for programmatic and institutional improvements.

SKILLS

Project Management, Communication Skills.

WORK EXPERIENCE

Product Quality Manager

ABC Corporation - February 2007 – June 2012

- Used Abrams Tank Turret and Fire Control item expertise for managing the quality of new, modified, retrofit or rebuild sub-systems such as Breech Block, Laser Range Finder, Gunners Primary Sight, Electronics Circuit Cards and Wiring Harnesses, 105 mm and 120 mm Gun Tubes, etc.
- Performed this task by conducting a variety of Pre/Post contract award functions.
- Prepared Quality Assurance clauses including test requirements/test equipment for contracts.
- Provided Quality Assurance input for Statement of work.
- Validated contractor compliance to contract Statement of Work (SOW), Technical Data Package (TDP) or other quality requirements by verifying inspection/test procedures and review of inspection reports.
- Evaluated contractor Statistical process Control Plans and reports.
- Participated in First Article or Initial Production Tests.

Product Quality Manager

Delta Corporation - 2004 – 2007

- Evaluate online courses and modules to ensure that all curriculum elements meet the Laureate Quality Standards Mentor course developers to ensure .
- Specific responsibilities include Ensure product quality, safety, and cost awareness at over twenty seasoning/sauce processing facilities Provide .
- Conducted product and process validation for APQP, reliability testing (component durability, accelerated failure & endurance testing, NDT, and FMEA .
- Managed product design changes and reviewed DVP&R with suppliers in China, India, Mexico, and Brazil.
- Trained & supervised quality assurance / testing group personnel.
- Developed product testing guidelines, procedures, and pass / fail & sampling criteria for internal & supplier use.

- Resolved short-term quality issues, developed continuous improvement plans, and initiated quality assurance programs to prevent quality issues in the .

SCHOLASTICS

- GED