

# ROBERT SMITH

## Product Quality Manager

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### SUMMARY

Highly skilled Product Quality Manager with several years of experience traversing all three key facets of supply chain quality - supplier, factory, and field quality. Strong track record demonstrating quality management, project management, process improvement, and auditing skills. Expert at driving continuous improvement and ensuring new products delivered with higher quality and better customer experience.

### CORE COMPETENCIES

Customer Service, Quality Manager.

### PROFESSIONAL EXPERIENCE

#### Product Quality Manager

**ABC Corporation - 2018 – 2018**

##### Key Deliverables:

- Managed product quality operations for all phases of life cycle and delivered comprehensive solutions and infrastructure for Cisco products through Manufacturing Technology Innovation, NPI and Closed Loop Quality Management.
- Effectively utilized quality tools to solve problems and drive continuous improvement initiatives.
- Managed NPI quality, leading to the successful launch of over 40 new programs.
- Proactively monitored factory and field quality metrics and ensured key metric targets were met for new and old products.
- Managed quality issues to resolution through fault isolation, root cause and corrective action / preventive action (CAPA) process.
- Managed supplier quality performance problems and ensured timely resolution.
- Successfully led cross-functional quality improvement teams in continuous improvement efforts o Received over 10% reduction in product RMAs Drove the effort to improve closed loop corrective action and transferring process steps into the development of the Global Issue Management System, which is now the system used to document and address quality issues.

#### Product Quality Manager

**Delta Corporation - 2015 – 2016**

##### Key Deliverables:

- Utilized extensive knowledge of the Quality Assurance (QA) principles, concepts, and methodology to ensure quality was incorporated in the production and development of Military mortar ammunition for the warfighter.
- Planned and facilitated Post Award conferences for new contracts.

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- Coordinated and maintained working relationships with engineers, scientists, technical personnel, procurement specialists, and contractor representatives to ensure technical requirements were being implemented.
- Reviewed engineering change proposals and gave approval or disapproval.
- Visited multiple contractor locations to gain a greater understanding of every component of the end item.
- Led, planned, participated, and prepared reports for ISO 9000 Quality Management System Audits at both contractor and supplier locations.
- Conducted internal audits within my organization.

### EDUCATION

Master Of Science

