



22 years of work experience on senior level, mainly automotive industry

Focus on product engineering process for electronic and mechatronic components and for complex automotive interior subassemblies. Certifications, process approvals, APQP, PPAP, complaint management. Customers e.g. Ford, GM, Toyota, Daimler, nameable Tier 1-3 suppliers.

#### **Job experience:**

- Engineer's Degree
- Customer liaison, complaint management (Tier 1)
- Supplier development (1998-2001)
- Manager Quality Planning Tier 1 (2001-2003)
- Quality Manager Tier 1 (2003-2006)
- Self-employed interim manager, freelancer and consultant (2006 on)

#### **Key areas of expertise:**

- Business branches: mid-sized and large suppliers for plastic, electronic and mechatronic components
- Process optimizations
- Interim Manager QM
- Advanced Quality Planning
- Set-up and maintenance of management systems
- Management of customer requirements
- Education and training for quality related methods and tools

#### **Selected reference projects:**

- Set-up and certification of a quality management system for a new automotive supplier.
- Interim quality manager (Decorative parts), small automotive supplier
- Increasing efficiency of supplier development activities at a manufacturer of mobile phones
- Improving and acceleration handling of customer complaints (several Tier I und II).
- Deputy quality manager at a large machine building company

## Set-up and certification of a quality management system (1.5 years)

customer	function	task	duration
Family owned business, electrical applications, 450 employees, Tier 1	counselling	Setting up a quality management that fulfills the requirements of ISO/TS 16949	1.5 years
<b>Problem case</b>			
<p>The company did not have any experience with the special requirements of the automotive industry, however due to its specific experience, a few European OEMs placed orders for design and manufacturing of charging cables and power outlets for electric vehicles. These customers demanded registration for ISO/TS 16949</p>			
<b>job description</b>			
<p>The company asked for consultancy services for the design and realisation of a quality management system that meets the automotive requirements.</p>			
<b>result</b>			
<p>Within the given time frame a strictly process oriented management system could be set up. The work team managed to strongly involve all process responsables, so making sure that the resulting process documents were widely accepted. Despite the lack of automotive experience the initial registration for ISO/TS 16949 could be handled with just one minor non-conformancy and within the agreed time frame.</p>			

### Interim quality manager automotive supplier (6 months)

customer	function	task	duration
Automotive supplier, tier II, ca. 200 employees, decorative parts	Interim-Manager	Interim manager of quality department in the course of restructuring efforts	6 months
<b>problem case</b>			
<p>In line with larger restructuring efforts the former quality manager and the major part of his work force were made redundant at short notice. It was not considered, however, that this way the required management of the remaining staff members and the necessary customer support could not be handled this way.</p>			
<b>job description</b>			
<p>Maintaining customer support, especially regarding handling of complaints. Organisation of daily business together with the remaining employees. Maintenance of the quality management system and full responsibility for the surveillance audit.</p>			
<b>result</b>			
<p>Particularly by introduction of a round table twice a week, aiming at going through customer complaints in a joint effort, internal communication could be improved despite the challenging circumstances so that customer satisfaction regarding product and service quality could be re-established. A fully functional department was handed over to the new permanent quality manager</p>			

## Enhancing efficiency in supplier quality assurance (9 months)

customer	function	task	duration
Manufacturer of mobile phones, 2300 employees at German production site	Interim supplier development engineer	Enhancing efficiency in processing of quality issues on purchase parts.	9 months
problem case			
Using the existing procedures, it was not satisfactorily possible to enforce quality requirements in the supplier base. Processing purchase part quality complaints was slow and not very well structured. One of the consequences was a high inventory in quarantine area.			
job description			
Analysis of procedures to be carried out in the course of a freelancing project, partly using methods and experiences of the automotive industry. The customer demanded an accelerated processing of issues in daily business and improved enforcement of justified complaints against suppliers			
result			
Regular constructive meetings and round tables with employees involved in these tasks, step by step the approach of these employees towards enforcing quality related requirements and demands could be influenced positively. Processing time and quality of supplier directed complaints were improved. Some internal procedures were streamlined as a welcome side effect. Additionally the inventory in quarantine area could be reduced from a few million Euros to 250,000 Euros.			