

# Ronald A. Hegland

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## CAREER SUMMARY

Results orientated, manager/senior professional with extensive proven experience with automotive, automotive suppliers, and industrial customers resulting in product quality improvements and cost savings. Management and hands-on experience in Lean Manufacturing implementation, supplier development, customer relations, error/mistake proofing, and Chrysler quality systems/programs, including QS-9000/TS16949. Directed work on current and long term quality issues with all levels of supplier plant and corporate management. Management and hands-on experience with coatings, adhesives, sealants, and extrusions in regard to product development, product pilot trials, production startups, process improvement, technical service and customer relations. Excellent managerial, communication, project planning, problem solving, and team building skills.

## EXPERIENCE AND ACCOMPLISHMENTS

### *Chrysler LLC, Auburn Hills, Michigan, July 1998 – November 2008*

*American producer of automobiles, light trucks, and vans. Divisions: Chrysler, Dodge, Jeep, ENVI, Mopar, Chrysler Financial.*

#### **Supplier Quality Engineer - Chassis, Chrysler Technology Center, July 2008 – November 2008**

Managed 50 suppliers of the following commodities to Chrysler: shocks, struts, hoses (reinforced and non-reinforced) to improve quality, and resolve specific quality issues.

- Assigned a quality risk classification to new parts and part changes based on compliance to specifications.
- Approved part Change Notifications (C/Ns) based on compliance to specifications.
- Led over ten part Process Sign Offs (PSOs), and ensured Chrysler part data systems were maintained.
- Directed suppliers in developing and maintaining Advanced Quality Planning (AQP).
- Responsibilities included job functions listed below under Supplier Quality Specialist & Warranty Specialist.

#### **Supplier Quality Specialist - Chassis, Quality Engineering Center, December 2005 – July 2008**

Managed 30 suppliers of the following commodities to Chrysler: brake components and systems (rotors to ABS & ESP) to improve quality and resolve specific quality issues.

- Directed suppliers in reduction of part quality issues, by finding true root cause and best corrective action.
- Utilized tools such as 3-Legged 5-Why, PDCA, cause & effect (Fishbone) diagrams, and error/mistake proofing.
- Coordinated corrective actions for yard holds of vehicles at Chrysler Assembly plants.
- Reviewed quality issues and corrective actions at supplier manufacturing facilities.
- Led supplier assessments and developed Supplier Improvement Projects. Mentored and monitored supplier's progress to successful completion.
- Led warranty reduction activities as listed below.

#### **Warranty Specialist - Chassis, Quality Engineering Center, November 2003 – December 2005**

Managed 30 suppliers of the following commodities to Chrysler: brake components and systems (rotors to ABS & ESP) in the elimination of warranty claims.

- Utilized Chrysler computer warranty systems to monitor claims and help root cause the claims.
- Participated in warranty part reviews with Chrysler engineering and suppliers.
- Coordinated the improvement of Chrysler Dealership training to do a better job in diagnosis of issues.
- Conducted Warranty Assessments (8 plus) to determine if the supplier had the proper manpower, facilities and process to diagnose issues. Co-developed the Warranty Assessment tool.

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**Supplier Development Consultant, Chrysler Technology Center, November 2001 – November 2003**

Managed 4 suppliers that had a low quality rating to improve their quality rating to a minimum of 80 %.

- Conducted an assessment of the supplier's facility looking at all processes, from receipt of raw materials/parts to shipping the final product, and reviewed QS-9000/TS16949 audit results.
- Led the development of a list of weaknesses, and guided development of corrective action plans with time tables to address the weaknesses. Mentored and monitored the supplier's progress, and achieved the 80% plus quality rating ahead of the Chrysler program one year target for completion.

**Lean Manufacturing Specialist, Chrysler Technology Center, March 2000 – November 2001**

Implemented Lean Manufacturing concepts at 10 supplier facilities to reduce waste and promote continuous improvement.

- Led or participated in 30 Lean Manufacturing seminars and work shops at supplier facilities. Work shops included: Management Training, 5S, Kaizen, SMED, current state/future state mapping.
- Guided suppliers in use of bench marking best practices.

**Specialist Paint/Sealant/Body Panels - Viper/Prowler Program @ Conner Avenue, Oct. 1998 – March 2000**

Worked with suppliers to improve the surface quality of composite and aluminum parts, and the painting of these parts.

- Managed supplier quality corrective action issues at supplier locations and Conner Ave.
- Participated in supplier Process Sign Offs, and new color submissions.
- Co-developed and updated Chrysler and supplier appearance specifications to maintain quality.

**Process Specialist – Painted parts, Central Technology Center, June 1998 – October 1998**

Managed quality issues of supplier painted parts going to the Chrysler assembly plants.

- Directed suppliers to help solve their quality and production problems.
- Guided suppliers Advanced Quality Planning, and process sign-offs.
- Member of a team to update coatings contracts with Chrysler Assembly paint suppliers.

***BASF Corporation – Coatings & Colorants Division; Southfield, Michigan,***

*North American representative of BASF Division. Sales over a billion dollars representing all types of coatings sold to NAFTA automotive and truck manufactures, and industrial customers.*

**Project Manager of QS-9000 implementation for Technical Center**

Managed the initial QS-9000 program at the Technical Center, and supported QS-9000 implementation at division's five production plants.

- Developed training, and conducted QS-9000 training for 290 facility associates.
- Co-authored Quality Manual.
- Managed the program to write Level 2 & 3 procedures for QS-9000 requirements.

**Project Manager of Test Method Program**

Managed the review and improvement of fifty key test methods used for development and manufacture of coatings.

- Trained all personnel for test method assignments.
- Established a Measurement Systems Analysis program to evaluate and improve test methods.

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**Development Associate - Applications Research Center (ARC)**

ARC is a state of the art facility for application of electrocoat and spray coatings, and cure of the coatings for automotive bodies and parts. Managed electrocoat system and personnel for presentation of new technology, application research, and customer projects. Assisted in management of the spray line, and the entire facility.

- Co-managed direction of maintenance (predictive and preventative) and expenditures for the facility.
- Designed and installed a waste treatment system that saved the company \$130,000/year and eliminated 55,000 gal./year of hazardous waste, and trained system operators.
- Authored brochure that explained intent and technical capabilities of the ARC to customers.

**Development Chemist - Electrocoat Technical Service**

Managed the start up of automotive and industrial electrocoat systems. This included system design, installation, cleaning, and loading. Responsible for trouble shooting system and paint problems for systems in operation, and customer relations.

- Developed a two day training course for operators of electrocoat systems.
- Authored and produced a twenty-five minute electrocoat paint and system training video.

**Chemist - Product Development**

Developed, tested, and submitted electrocoat products as well as urethane windshield sealant, vinyl decals, adhesives, and vinyl extrusions to automotive and industrial customers.

- Member of award winning team for fast and successful production and implementation of purchased electrocoat technology.
- Trained company's first electrocoat technical sales representatives.

**EDUCATION**

- M.S degree, Quality Management, Eastern Michigan University  
Research project: Implementation of Lean Manufacturing 5S.
- B.S. degree, Chemistry Major , University of Wisconsin - La Crosse
- Additional Education:  
Chrysler Lean Manufacturing Program  
Lead Auditor/training courses/seminars for QS-9000;  
Microsoft Office Suite  
Dale Carnegie Course – Effective Communication and Human relations.  
BASF management series  
Chrysler Quality Systems training including:  
PSO, 8-step, E-CIMS, warranty systems, work instruction - control plan – PFMEA - DFMEA;  
Advanced Quality Planning, error/mistake proofing.

**MEMBERSHIPS**

- Society of Mechanical Engineers - Association for Finishing Processes ( SME/AFP )
- Society of Automotive Engineers ( SAE )
- American Chemical Society ( ACS )

