

John E. Gwozdz
2436 Brown Rd., Oregon, OH 43616

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An accomplished leader of Quality Assurance with intimate knowledge of planning, implementing and maintaining effective and efficient Quality Management Systems, Lean Manufacturing techniques, Six Sigma, and Continual Improvement. Demonstrated ability from a dynamic, hands-on leader to maintain cohesive, organized daily functions at reduced costs while ensuring optimal effectiveness and high customer satisfaction levels. Relentlessly work with peers on the management team to enhance all aspects of the operation in support of bottom line performance.

Accomplish-
ments

- Led 50+ QA employees across 7 plant locations
- Implemented / improved QS-9000 / ISO-9001 / TS-16949 Quality Management Systems across six plant locations with over 1,000 employees
- Reduced PPM levels in (3) plants to world-class levels in under 12 months each
- Reduced customer complaints by 87% for one organization; by 33+% for three others
- Train / mentor 150+ employees on quality tools and techniques, improving product quality
- Implement Lean Manufacturing and Continuous Improvement techniques in five plants leading to standardization, reduced waste, and increased efficiency

Summary of
Qualifications

Quality Management Systems (QMS): Intimate knowledge & use of the ISO family of Quality Management Systems including: ISO-9001 and TS-16949 (Automotive). Working knowledge of ISO-13485 (Food Service) and AS9100 (Aerospace). Experienced at developing, implementing, monitoring and maintaining the QMS, including the ability to implement the QMS with full documentation requirements and bring the organization to certification through a third party registrar.

Problem Solving & Complaint Resolution: proven ability to develop, implement and maintain a highly effective and thorough problem solving program to permanently eliminate problems before and after they appear. Focus on customer, supplier and internal quality issues with intense investigative and resolution efforts. Experience with the many types of problem solving methods and tools, including Six Sigma, 8D, 7D, 5-Why, DOE and 5 Phase. Concentrated follow through with corrective actions to ensure the problem truly is solved and will not recur. Work efficiently in both familiar and ambiguous environments.

Customer Focus, Satisfaction & Relations: Skill in establishing and maintaining effective working relationships with the customer base to develop a very trusting and strong relationship creating a true partnership. Continual use of the "Voice of the Customer" to ensure that customer requirements are communicated in full throughout the organization. Experienced customer liaison and exceptional customer relation skills. Highly effective and proven negotiator. This intense focus helps to create a high level of customer focus within the organization and high degree of satisfaction from the customer.

Experience

2007 – Present **Quality Assurance Manager** Comprehensive Logistics, Inc.
Toledo, OH
Division of Falcon Transport, Youngstown, OH (\$250MM, 75/1,500 employees)

- A Just In Time components distribution center for General Motor's Toledo PowerTrain plant
- Introduced intense customer focus for renewed customer satisfaction & strengthen partnership
 - Work with Plant Mgr to bring all projects in ahead of schedule and under budget by 3-15%
 - Implement and manage highly effective problem solving process

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- Reduce scrap costs to less than .05%, 0 PPM for 2008, reduce customer complaints by 85%
- Develop and implement Lean Manufacturing and Visual Factory initiatives
- Increase productivity by 21%
- Reason for departure: **Present employer (scheduled to close: June/2009)**

2005 – 2007 **Quality Assurance & Continual Improvement Manager / Six Sigma Black Belt**
GB Manufacturing Company Delta, OH (\$25MM Privately held, 125 employees)

A Tier 1, 2 & 3 metal stamping and fabricating facility in automotive, heavy truck and industrial markets.
(custom metal fabricating, light/medium stamping, welding, production painting, assembly, tool & die)

- Lead company to ISO/TS-16949 QMS certification (12/06)
- Agent of change: from internally focused to focusing on customer and increasing satisfaction
- Championed bringing PPM levels down to World Class levels, attracting new business
- Report directly to President / CEO / Owner; managed and mentored staff of (7)
- Design and implement effective problem solving process leading to increased problem resolution
- Reason for departure: **Career advancement opportunity**

2005 **Quality Assurance Manager** Young Spring & Wire Archbold, OH
Automotive Division of Leggett & Platt, Inc. (\$5.5BB Company, 225 employees)

A Tier 1, 2 & 3 manufacturer of wire seating components for the automotive and industrial markets (wire straightening, cutting, forming and bending)

- Implemented effective problem solving initiative using Six Sigma methodology
- Restructured Quality department for more efficient operations; manage and mentor staff of eight
- Reduce PPM to world class levels (<15PPM)
- Manage 45 customers in 115 locations, totaling 1100 active part numbers
- Increase customer satisfaction to partnership levels
- Reason for departure: **Plant closed**

2002 – 2005 **Quality Assurance Manager / Engineer** New Mather Metals, Inc. Toledo, OH

Division of NHK Spring Co. (\$50MM / \$1.3 BB, 225 / 4,500 employees, world's largest mfg of springs)

A Tier 1 & 2 manufacturer of solid /tubular stabilizer bars for the automotive, bus and heavy truck markets (bending, heating, forging, upset forgings, heat treatment & assembly).

- Began as APQP & PPAP Coordinator / QA Engineer; **promoted** to Quality Manager
- QS-9000 QMS, was working towards TS-16949 implementation
- Managed and mentored staff of (7); 20 customers in 50 locations, totaling 150 part numbers
- Customer base included US "Big 3", European and Japanese Automotive, Truck & Bus Manufacturers; maintained world class PPM levels
- Improved customer satisfaction level through increased customer focus
- Reason for departure: **Plant downsized & relocated**

2000 – 2002 **Corporate Six Sigma Engineer / Black Belt** Faurecia Exhaust Systems, Inc.
(formerly AP Parts, Toledo, OH (\$111.6MM / \$18.6BB, 1,200 / 69,713 employees, France)

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A Tier 1 Exhaust and exhaust component manufacturer for the automotive industry (roll forming w/tube mill, welding, tube bending, cutting & assembly).

- Began as Manufacturing Quality Engineer, **promoted** to Corporate Six Sigma Black Belt
- KPMG – trained Six Sigma Black Belt in DMAIC / DFSS
- Full application of APQP, Control Plan, PPAP, FMEA, SPC and problem solving
- Maintain entire quality system for two major automotive programs
- Internal Lead Auditor, **promoted** to Audit Team Leader
- Supervised six Quality Auditors on mfg lines; filled in as Quality Mgr as needed
- Led customer satisfaction improvement initiative; became liaison for all facilities
- Maintained 0 PPM for two years
- Reason for departure: **Manufacturing plant closed / relocated**

1995 – 2000 **Quality Technician** Alcoa Automotive Structures Northwood, OH
(Subsidiary of Alcoa Aluminum, \$13.5BB, 100 / 81,600 employees (1997))

A Tier 1 aluminum products fabrication for the automotive industry (cutting & forming, welding & fabricating, cleaning & heat treating aluminum castings and extrusions).

- Maintain Quality Management System on (5) manufacturing lines
- CMM operator
- Destructive Testing Technician: tensile, yield & elongation (Tinius Olsen)
- Aluminum GMAW & GTAW welder and AWS **Certified** Weld Inspector
- Developed, implemented and maintained weld inspection program for entire facility
- Reason for departure: **Career advancement opportunity (plant closed)**

Prior to 1995:

Manufacturing Engineering, Manufacturing, Food Service Manufacturing, Customer Relations, Draftsman, Residential & Commercial Buildings & Facilities Maintenance

Education &
Professional
Coursework

Attend frequent lectures, seminars and training events related to Quality, Manufacturing & Management; *extensive* list available upon request.

ASQ certification for Certified Manager of Quality / Operational Excellence and Certified Quality Auditor (Target: Fall of 2009).

- ❖ **Bachelor of Applied Science | Quality Assurance / Business Management** ♦ Siena Heights University – Adrian, MI, 4.0 GPA (2010)
- ❖ **Associate of Applied Science | Quality Management / Manufacturing Engineering** ♦ Owens Community College – Perrysburg, OH
- ❖ **Mechanical Engineering & Electronics Engineering Coursework** ♦ Owens Community College – Perrysburg, OH
- ❖ **Honors Diploma | Technical Drafting** ♦ Penta County Vocational School – Perrysburg, OH

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Associations & Affiliations **American Society for Quality (ASQ), SENIOR** member since 2005, member since 1997,
 Automotive Industry Action Group (AIAG), 1997 – present
 Society of Manufacturing Engineers (SME), 2000 - present
 American Welding Society (AWS), 1996 – present