

DAWN R. BUCHANAN

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CAREER SUMMARY

Experienced executive quality assurance, project management and process improvement leader with a demonstrated track record of employee and customer satisfaction. Proven capability in deploying re-engineering and process improvement strategies, initiatives and metrics to reduce cost and improve operational efficiency in service, medical and manufacturing industries. Expertise in evaluating and applying leading edge information systems and related technology to gain maximum benefit and ensure return on investment. Recognized as an accomplished facilitator. Demonstrated strength and proficiency in motivating employees to achieve personal growth and professional success, through the use of skill development and teaming.

EXPERIENCE

HFI, LLC., Groveport, Ohio Corporate Quality Manager

2008 – 2011

Top quality executive in the manufacturing environment of cut & sew and assembling interior trim products as a Tier 2 provider to Honda, Toyota, GM, Chrysler and Nissan in Columbus, Ohio. This newly created position's responsibilities include quality oversight and leadership of multi-site (5) operations internationally.

- Conducted a gap analysis to determine areas of deficiency in all manufacturing facilities
 - Develop corporate quality strategy internally and with customer base
 - Developed SWOT analysis to identify opportunities to improve and leverage strengths and corporate continual improvement action plan to address issues
- Identified and led team to purchase and implement “leading edge” technology in 5 manufacturing facilities to automate the quality management system – serve as operations overall project manager
- Developed and implemented “Top 5” approach to improve performance and relationships with customer base
 - Quarterly reviews/visits with Top 3 customers to review performance
 - Within 9 months achieved release from customer imposed quality improvement plan
 - Achieved ZERO ppm's for 18 months
- Serve as lead quality representative for all high impact quality issues
 - Negotiated cost avoidances in excess of \$1M
- Led in the development and implementation of a supplier management and development process
 - Improve management of suppliers and results of the product launch process
 - Focus on balanced approach to measuring supply base (severity ranking, ppms, delivery)
 - Held Supplier Summit with Top 60 suppliers to communicate expectations

Midwest Acoust-A-Fiber, Delaware, Ohio Director of Quality/Consultant

2004 – 2008

Served as a quality systems and process improvement consultant/Director in the manufacturing environment of thermal and acoustical (woven/non-woven fabric/fiberglass/metal stamping) products that serves as a Tier 1 provider to GM and Chrysler in Columbus, Ohio. Responsibilities include leading in the transition to TS 16949 with an aggressive implementation timeline to support customer requirements. Managed quality team to support business needs and quality systems transition.

- Conducted a gap analysis to determine areas of deficiency in support of transitioning the quality system
 - Developed SWOT analysis to identify opportunities for improvement and leverage strengths
- Educated executive leadership and key management members in the requirements of ISO9000 and TS 16949
- Led successful implementation of TS 16949 within an aggressive 130 day project management timeline
 - Led in the development and implementation of industry standard APQP and PPAP processes
 - Developed and delivered curriculum to train qualified internal auditors
- Led in the development and implementation of a supplier management and development process
 - Implemented balanced scorecard and improved supplier performance by 20%
- Implemented “paperless” web-based quality management system
- Facilitated Management Review process focused on continual improvement
 - Led cross-functional corrective action team, targeted defect reduction and elimination
 - Collaboratively achieved ZERO ppm's with both General Motors and Chrysler
 - Led internal activities to reduce internal PPM's by 27%
- Developed and improved internal part calibration process

- Achieved recognition in Q100 list in Quality Magazine; ranked as number 12 in the U.S.

INDUSTRIAL POWDER COATINGS, Norwalk, Ohio

2003 – 2004

Quality Assurance Manager

Managed the quality assurance function in the manufacturing environment of electro and powder coating. Responsibilities included ensuring multi-site, company-wide compliance with QS 9000, ISO 13485, conducting internal audits and managing an internal laboratory that performs a variety of testing.

- Served as the voice of the customer and principle customer advocate
- Presented and achieved executive team endorsement of quality plan and strategy to transition to TS 16949
- Led APQP and PPAP processes, focused on improving rapid program development and implementation
- Served as Management Representative
- Implemented 8d corrective action process focused on 24 hour rapid response to customer issues
- Managed supplier base and audited performance

E^DELTA COM (A DIVISION OF ITC^DELTA COM), Atlanta, Georgia

2000 – 2002

Director, Customer Care & Performance Management

In this newly created startup division of ITC^Deltacom, developed, implemented and managed both the customer service and quality functions. Responsibilities included serving as the chief customer advocate, champion for organizational change and the institutionalization of quality.

- Presented and achieved executive team endorsement of quality plan and strategy for achieving competitive advantage through implementation of ISO 9000, ISO 13485, TL 9000, and HIPAA requirements
 - Achieved ISO 9000 and ISO 13485
- Participated and implemented Nortel facilitated DFSS process workshops using the Telecom Operations Map
- Identified customer requirements and established customer problem and issue management processes focused on root cause analysis and timely resolution
- Led executive team through corporate goal identification, departmental metric identification and definition and data collection using the balanced scorecard approach to ensure organizational alignment
- Developed internal operational reporting, including data research, verification and correction
- Developed customer support call flows and scripting to meet changing business needs, customer expectations and loyalty
- Led development of employee survey process to measure organizational satisfaction and developed plans to promote improved morale
- Established customer satisfaction/loyalty measurements for key touch points using both internal and external resources

SEARS CUSTOMER CARE NETWORK, Austin, Texas

1999 – 2000

Network Quality Operations Manager

Manager, Operations Measurement & Reporting

Customer Care Network

Developed, implemented and managed the measurement, reporting and quality functions for the Customer Care Network Retail Operations. Total responsibility for inbound/outbound network call monitoring activities/quality assurance for 8 call centers throughout the U.S., with multiple business functions representing a volume of 50M+ calls per year. Supervisory responsibilities included 9 direct reports and a departmental staff totaling 50.

- Established the centralized quality assurance function and standards as a start-up initiative, building a more profitable and customer-centric organization
- Managed project implementation of Witness technology (call monitoring technology (voice/data)) for inbound/outbound calls, development of measurement methodology and required reporting to support business needs
- Primed company for local Austin quality awards - in 1999 Level 1 (MBNQA City Level) award was achieved
- Led data warehouse initiative; researching, validating and correcting inaccurate data sources and definitions enabling a centralized and real-time management reporting system
 - Developed internal requirements for management reporting; eliminating redundancy and ensuring accuracy
- Developed and implemented process audit process, creating a core team comprised of 3 auditors to validate compliance with procedures
- Led initiative and developed plan to implement ISO 9000 in a single call center during 2001

- Directed process improvement initiatives focusing on the improvement of customer enthusiasm and internal quality measures – achieved improvement of 18% over 6 months in customer satisfaction
- Served as subject matter expert and facilitated team development of training class on quality, introducing basic TQM concepts and included knowledge on simple tools (root cause analysis, 5 why's, pareto charts)
- Total financial responsibility for \$2M budget (salaries, expenses, and capital expenditures) – delivered financial results at less than plan, exceeded expectations

FIRST AIR EXPRESS, Austin, Texas **1997 – 1999**
Quality Manager
Corporate

ERNST & YOUNG LLP, Cleveland, Ohio **1996 – 1997**
Operations Manager
National Marketing Group

ROCKWELL AUTOMATION/ALLEN-BRADLEY COMPANY, Cleveland, Ohio **1989 – 1996**
Business Processes Analyst
Advanced Technology Group (R&D)

U.S. NAVY/MULTIPLE LOCATIONS, U.S., Asia, Europe

SPECIAL HONORS & ACHIEVEMENTS

Awarded Rockwell Automation Business Impact Award for outstanding project management
 Received Navy Achievement Medal for outstanding leadership and technical knowledge
 Selected by U.S. Navy as Sailor of the Year - competed with over 1,000 sailors world-wide

EDUCATION & TRAINING

Almeda University, BBA Management
 Kennedy-Western University (Warren National University), Thousand Oaks, California
 Certified Manager Quality/Organizational Excellence, ASQ (Certificate # 9317)
 Certified Quality Auditor. ASQ (Testing in Summer 2011)
 Certified ISO 9000 Lead Auditor, University of Houston/Stat-a-Matrix (Certificate # LR-10-8891)
 ISO 9000:2000 Lead Auditor Transition Training, Stat-a-Matrix
 ISO 13485 Implementation Training, Stat-a-Matrix
 Transitioning to TS 16949 Training, Bsi
 Certified Quality Manager Course, ASQ Columbus
 The Looking Glass Experience, Center for Creative Leadership, San Diego, California
 Certified Examiner, Malcolm Baldrige National Quality Award - Greater Austin
 Certified Lean Implementation Leader, Advanced Integrated Technologies Group
 Business Objects Reporting, IQ Objects, Atlanta, Georgia
 Total Quality Transformation, PQ Systems
 Effective Problem Solving, Product Action
 Continuous Process Improvement, Rockwell Automation/Allen-Bradley
 Six Sigma Black/Green Belt Training, Learn.net
 Project Management Training, Kepner-Tregoe

PROFESSIONAL & SERVICE ORGANIZATIONS

Senior Member, American Society for Quality (ASQ)
 Placement Chair, ASQ Automotive Division (2011)