

# John Wayne

1234 Riverview Way  
Burbank, CA 91784  
704-153-9567

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## EDUCATION

**Bachelor's of Science, Ceramic Engineering** – University of Florida, Gainesville, FL, 1987

**Master's of Business Administration** - University of Arizona, Tucson, AZ, 1996

**Six Sigma Black Belt**, Sony / Air Academy Associates, 1998

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## CAREER HIGHLIGHTS

- 14 years experience in manufacturing and quality assurance in fast-paced, high-technology industries
  - Supplier management: surveys, process/product audits, SCARS
  - Project Management
  - Strong Customer Relation skills
  - New product development and product improvement
  - Development of quality systems procedures
  - Strong analytical Skills
  - Team Leader of cross functional teams
  - Technical liaison to overseas manufacturing facilities
  - Managed introduction of ISO quality systems
  - Earned Sony's prestigious President's Award for significant cost reduction and yield improvement achievements
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## PROFESSIONAL EXPERIENCE

**Toro**, Burbank, CA

**2000 – Present**

***Quality Manager***

*World leader in the irrigation industry, \$1 billion annual sales*

- Quality Manager over multiple facilities (Assembly & Plastic Injection Molding)
- Manage the quality support process for both injection molding manufacturing and assembly operations, responsible for \$240M annually
- Supervise, train, develop and evaluate performance for 3 Quality Engineers, 20 fulltime inspectors, and up to 25 temporary inspectors
- Manage and coordinate: in-process and first article inspection, receiving inspection, DOE analysis, correlation studies, cooling studies, gauge R&R, and metrology
- Manage customer/supplier interface to improve product quality and customer relations, reducing customer returns by 98% from >\$48,000 to <\$1200 annually
- Reduced inspection labor cost by 55% (\$353,000): through improved inspection efficiency
- Improved quality yield by 0.6% through cross functional teams utilizing root cause analysis and problem solving techniques, reducing scrap rate by 78%,
- Manage the development and continuous improvement of quality systems procedures
- Maintain records of quality metrics and report monthly to the executive level
- Support and coordinate new product development activities including DFMEA, PFMEA and supplier validation
- Lead efforts to eliminate incoming inspection through supplier certification program and supplier partnership
- Member of corporate quality council dedicated to developing quality systems and training programs
- Corporate training facilitator responsible for organizing internal and external training programs in support of corporate objectives

**Phillips Electronics Inc.**, Seattle, WA

**1990 – 2000**

*World leader in consumer electronics*

***Leader of Customer Quality Engineering*** (1998 – 2000)

- Provided complete customer support for over \$118 million products annually
- Supervised, trained, developed and evaluated performance for 3 technical staff members

## **John Wayne**

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- Maintained budgeting and capital expenditures
- Managed daily product tracking in customer's process
- Developed and implemented quality systems which resulted in ISO9000 certification
- Responsible for all quality analysis functions, including SPC, Six Sigma studies, and DOE
- Investigated, trouble-shot and resolved product failures for five product lines
- Planned and facilitated product line introductions at customer facility
- Maintained and reported comprehensive defect records and related customer credit records
- Reviewed and confirmed product specifications to satisfy customer requirements
- Coordinated shipping and logistic requirements for test product and production

#### **Senior Engineer** (1994 – 1998)

*Phillips Electronics, CRT Division, Seattle, WA*

- Served as technical liaison for CRT production and five major glass suppliers
- Provided six month on site training program for European manufacturing facility, including quality control, logistics, and product scheduling
- Coordinated logistics and quality requirements for over \$400 million of product annually
- Developed and implemented glass cutting process which resulted in \$18M annual savings
- Responsible for identifying non-value added activities which resulted in \$2.5M annual savings
- Introduced ISO systems to the department including implementation of written procedures in compliance with ISO requirements
- Managed daily activities of Glass Engineering department, including the development, implementation and maintenance of quality systems which resulted in ISO9000 certification
- Supervised non-exempt and exempt engineering staff
- Initiated and completed testing of new product lines and designs
- Supervised product certification, including UL, CSA, CB and Dentori testing
- Identified and introduced cost-reduction opportunities
- Daily analysis, investigation and troubleshooting of product failures
- Daily interface with production management and material planning

#### **Process Engineer** (1990 – 1994)

*Phillips Electronics, LCD Division, San Rafael, CA*

- Index reduction, production and quality improvement projects
- Yield improvement and cost reduction through development of new processes resulting in annual savings of \$250,000
- Tested and introduced new equipment designs
- Supervised engineering and shift technicians
- Daily support to production and other engineering groups

**Guardian Industries, Greenfield, KY**

**1988 – 1990**

#### **Senior Process Engineer**

*World's third largest producer of float glass for the automotive and architectural industries*

- Supervised 10 glass-forming technicians
- Managed the quality and testing of raw materials
- Operation of a dual line float glass plant, including batching, melting, forming, annealing processes and defect analysis producing over 650 tons of float glass per day

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## **TRAINING**

- Six Sigma Black Belt Training
- Frontline Leadership
- Skill Paths Seminars: How to Handle the Difficult Employee, Labor Law and Employee Relations, Managing Multiple Projects