

MANUFACTURING QUALITY LEADER for GLOBAL SUPPLY CHAIN

A strategic, driven, and service-focused semiconductor quality leader with a proven track record and extensive expertise in driving excellence across people, processes, programs, and products, establishing quality targets and benchmarks, managing multibillion-dollar global manufacturing supply chains, and delivering results. Over two decades of experience implementing quality processes, QMS development, and improving the quality of raw materials, semi-fabs, outsources semiconductor assembly and test (OSAT) suppliers, and contract manufacturers (CM) for automotive, consumer, defense, industrial, and medical devices markets.

CORE COMPETENCIES

Quality Leadership | Supplier & Product Quality | Supplier Development | Best Practices Implementation | Executive Communication | Negotiate Agreements | Team Development & Leadership Skills | Dispute Resolution | Strong Problem-Solving & Analytical Skills | Supplier Rating & Ranking | Root Cause Corrective Action | Customer Advocate | Strong Critical Thinking | QMS Development

CAREER HIGHLIGHTS

- Provide leadership, guidance, strategic direction and initiatives, metrics, and execution of corporate quality vision across global supply base and supplier network from raw materials to finished product.
- Instilled a culture of quality, continuous improvement, and a zero-defect mentality enterprise-wide. Using Six Sigma DMAIC and structured problem-solving methods, implemented improvement projects. Achieved a 70% reduction in defect rate over 4 years.
- Delivered structured new product development process (phase-gate). Gated the release of new, modified, or transferred products and processes until all change control, release & reliability requirements were met, preventing escapes.
- Established a record of success in supplier development, negotiation, and overall supply chain management (SCM). Created and negotiated supplier agreements collaborating with global procurement and engineering. Created the processes to evaluate, select, and qualify suppliers. Implemented a quarterly supplier performance management (SPM) process to promote synergy.
- Collaborated with executive management, supply chain, and product groups, driving organizational effectiveness and supplier performance with data-informed decisions measured against strategic quality goals.
- Managed relationships with key customers and suppliers on product issues and problem resolution. Influence key partners and drive critical supply chain strategies to achieve business objectives and issue resolution. Architect and streamline business processes in a matrix environment to prioritize and effectively facilitate customer solutions. Propelled customer quality to historically high levels winning "Supplier of the Year" awards from Continental, Harman Becker, and OPPO. Secured removal from Bosch's "Supplier in Focus" (SIF) program due to significant improvements in quality.
- Strong verbal, active listening, presentation, facilitation, and written communications skills. Articulate, compelling, mindful, and insightful messages on projects, status reports, quality roadmaps, and strategies to influence peer VPs, suppliers, and customers.
- Achieved the lowest attrition rate in the company working with HR and VP to carry out people initiatives, pay, incentives, and talent recognition awards. Spearheaded the development of high-performing teams providing training and coaching.

PROFESSIONAL EXPERIENCE

Analog Devices, San Jose, CA

12/2005 – 7/2022

Publicly traded (NASDAQ: ADI) \$8.4B in revenue, 125+K customers with over 100K SKU's manufacturer of semiconductor integrated circuits (ICs), software, and subsystems for automotive, consumer, defense, industrial, and medical devices markets.

Sr. Director Quality Engineering 8/2021 - 7/2022, **Exec. Dir. Global Supply Chain Quality** 6/2016 - 8/2021, **Director Global Supply Chain Quality** 3/2014 – 6/2016, **Sr. Manager Fab & Foundry Quality** 5/2011 – 3/2014, **Wafer Fab Quality Manager** 12/2005 – 5/2011
Global Quality Leader accountable for managing high-impact programs, initiatives, and activities for a supply chain generating upward of \$8B in revenue in a matrix organization across continents, time zones, hemispheres, and cultures. Transformed quality for several internal semiconductor fabs and test facilities, external foundries, OSAT, and raw material suppliers. Earned continuous promotions despite periods of transition/acquisition.

- Global executive responsible for developing and maintaining quality management systems (QMS) and processes, including policies, procedures, and metrics for ISO-9001, ISO-13485, & IATF 16949. Directed the company's quality control and assurance functions, ensuring compliance with all relevant industry standards and regulations.
- Created, led, scaled, mentored, and trained an industry-leading, international, and multicultural manufacturing quality team composed of product, customer, and supplier quality engineers (PQE, CQE & SQE) executing all aspects of manufacturing quality.
- Aligned business strategy toward competitive differentiation and supply chain resiliency through improved quality, cost savings/reduction, and multi-sourcing of all primary manufacturing flows and raw material suppliers, enabling growth scalability.
- Top representative responsible for hosting customer visits/audits and closing all customer manufacturing issues and audit findings. Reviewed and negotiated quality agreements, customer contracts, and customer-specific requirements (CSR) for incorporation.
- Reduced speed to market by 87%, improved quality, and fast-tracked delivery terms and timelines, delighting customers.
- Led the quarterly quality risk management process and provided top mgmt. with detailed risk and mitigation strategies analysis.

- Enable quality reporting of Key Performance Indicators (KPIs) and quality metrics in Tableau dashboards.
- Oversaw quality issues and complaints resolution processes. Analyzed failures (inline, OKM, or field), performed root cause analysis, and executed corrective actions across all relevant functions (design to delivery). Aligned 8D reporting with customer requirements and achieved a 3x reduction in delivery time. Championed problem-solving tools: 5-Why, Fishbone, FTA, etc.
- Partnered and motivated manufacturing operations, production, supply chain, R&D, and finance to orchestrate process improvements and CAPA projects in design, test dev, and fabrication with teams across the supply chain, reducing scrap waste and variation by 46% and defects by 70% and over four years, reduced customer return rate by 3x from PPM to PPB level.
- Conducted annual management reviews for the entire portfolio of products and processes. Lead Supplier Performance Management (SPM) published quarterly scorecards detailing cost, quality, technology roadmap, delivery, and service performance. Provided leadership with updates on supplier performance, customer satisfaction, and QA strategy execution with actionable analyses to support the decision-making process.
- Created the Cost of Quality program, established performance metrics, and demonstrated achievements: 65% reduction in supplier PPM, 70% reduction in customer claims, and 39% reduction in COPQ (cost of poor quality).
- Spearheaded annual internal and supplier audit program. Drove closure of all audit-related findings throughout the company.
- Global calibration process owner achieved >\$400K annual cost avoidance with a new vendor. Developed and implemented Measurement System Analysis (MSA) tools (Gage R & R, Linearity, Bias & Stability) for all metrology tools.
- Made crucial decisions in favor of cost-efficiency without compromising quality. Automated the outgoing inspection process, eliminating waste and reducing the inspection workforce by more than 50%. Automated delivery of test collateral to vendors, reducing delays and errors in change implementation. Eliminated non-value-adding inspections were possible.
- Reviewed local, state, federal, and international regulatory requirements for applicability to corporate business and products. Published regulatory statements REACH, RoHS, materials content declarations, and conflict minerals reports (CMRT). Increased Full Material Declaration (FMD) report accuracy from 0% to 100%, automating the delivery in multiple industry formats.
- Expanded the knowledge base through content development and integrating 3rd party training solutions into the Learning Management System (LMS). Increased the number of auditors and audit effectiveness by creating an auditor certification program.

ADDITIONAL RELEVANT EXPERIENCE

Corporate Process Control Manager - Photronics, Inc., Milpitas, CA/Brookfield, CT

- Established a world-class statistical process control system at all 14 manufacturing sites for improved control, faster problem resolution, and early threat assessment. Provided global visibility to manufacturing quality and process capability (Cp, Cpk & Ppk).
- Transformed processes and technologies that resulted in a 2X rise in yield, faster problem resolution, enhanced customer satisfaction, and a 6% (\$22M) increase in new business revenue acquisition.

Sales Engineer BBN - Domain Solutions Corporation, Sunnyvale, CA

Photolithography Process Development Engineer - National Semiconductor Corporation, Santa Clara, CA

EDUCATION

Bachelor of Science in Microelectronics Engineering - Rochester Institute of Technology, Rochester, NY

QUALITY SYSTEMS STANDARDS CERTIFICATIONS

Omnex ISO 13485:2016 Lead Auditor 2020 • AIAG IATF 16949:2016 Lead Auditor 2017 • AIAG ISO 9001:2015 Lead Auditor 2017
ASQ Certified Lean Six Sigma Black Belt 2023 (in progress)

AWARDS AND RECOGNITION

Supplier of the Year Awards: Continental 2020 • Harman Becker Supplier 2021 • OPPO 2021

ADDITIONAL SKILLS

Semiconductor Frontend (fab) and Backend Manufacturing (Assembly & Test), OSAT/CM/EMS Management, Supplier Development, Rating, Ranking, and Risk Analysis, Lean manufacturing: Kaizen, 5S, Muda reduction, Poka-Yoke, Quality Assurance (QA), Quality Control (QC), Project Management, Quality Core Tools: PPAP, Control Plans, FMEA, SPC, MSA, APQP, Problem-Solving Tools: FTA, 5-Whys, Ishikawa, 8D Problem Solving, Corrective Action Preventive Action (CAPA), QMS Certification, Internal, Supplier & Customer Audit, Lessons Learned, Best Known Methods (BKM), Best-in-Class & Read Across dissemination, Change Control: PCN, ECN, Process Optimization, Waste Reduction, Continuous Improvement, First Article Inspection (FAI), Automated Optical Inspection (AOI), Safe Launch, Defect Recurrence Prevention, DMAIC, Statistical Methods (DOE, ANOVA), AQL sampling, Knowledge of ISO-14644, ISO-17025, ISO-26262, ISO-21434, ISO-14001, AS-9100D, MIL-STD-883 & MIL-PRF 38535, AEC-Q100, JEDEC, UL, VDE, VDA 6.3 & ZVEI. Fluent in English & Spanish. Coursework in Japanese & Italian.