

Michael D. Duke

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SUMMARY:

Senior Level Quality Consultant with extensive background in Quality Management, Production, Manufacturing, Design, Problem Solving and Training. Qualified by BSME degree and progressive career growth in the Automotive, Injection Molding, Tool & Die, Appliance, Aerospace and Defense industries. Highly skilled in the development and implementation of ISO/QS/TE-9000 business systems, focusing on improving product development timing, manufacturing costs and lead times to the customer. Working knowledge and expertise with various quality system standards, such as ISO 9000, QS-9000, TS16949, TE-9000, Reliability and Maintainability Guidelines, ISO 17025, and various OSHA Requirements.

BUSINESS SCOPE:

Principle Owner and Founder - Quality System Consulting, Edwardsburg, Mi **May 1997 to Present**
Specializing in quality system consulting, training, auditing and facilitation, with strengths in the development of:

- Senior management knowledge and support of quality systems
- LEAN Principles for continuous improvement of product development and manufacturing processes
- Quality systems that comply with ISO/QS/TE-9000, TS16949, ISO 17025, Customer, and Regulatory Requirements
- PC and Database applications
- Production and administrative processes
- Engineering and materials management processes

CURRENT ACTIVITIES:

Quality System Trainer – Southwestern Michigan College – M-TECFacility, Niles, Mi

Providing custom training and facilitation to various companies on topics such as:

- ISO9000:2000/QS-9000/TE-9000/TS16949:2002/ISO 17025 Overview, Implementation, & Internal Auditing
- LEAN Manufacturing and LEAN Enterprise Disciplines
- Failure Mode & Effects Analysis (FMEA), Production Part Approval Process (PPAP), Advanced Product Quality Planning (APQP)
- Supervisor, Management, and Communication Skills
- Blue Print Reading, Statistical Process Control for Production, and Industrial Fork Truck Training
- Project Management, and Technical Writing Training

Quality System Consultant

Providing assistance in:

- ISO 9000/TS16949/ISO17025 implementation, interpretation and application
- Advanced MS Access database development
- Procedure development, Quality Engineering, and PPAP preparation
- Internal and supplier quality system auditing

Education

LEAN Manufacturing Certification 6 Part Series, University of Kentucky, Lexington, Ky

ASQ Certified Quality Auditor

B.S.M.E., Mechanical Engineering, University of Michigan, Ann Arbor, MI, 1990

A.A., Pre-Engineering, Valencia Community College, Orlando, FL, 1985

Related Activities

St Joseph/Benton Harbor ISO Roundtable, *Chairman – 2000 to 2004*

Senior Member of the American Society for Quality, *St Joseph/Benton Harbor*

Section Secretary – 2002/2003

Section Chairman – 2003/2004

Section Secretary – 2004/2005 to Present

PREVIOUS WORK EXPERIENCE:

Pilkington/Libbey-Owens-Ford, Toledo, OH May 1990 to July 1997

Project Manager - Operating Excellence Department (November 1996 to July 1997)

- Corporate project manager working with various functions to increase the efficiency of the product development process, reducing lead times, and improving product quality.
- Worked with senior managers to develop and facilitate custom workshops targeted to establish, improve, and communicate company performance measures.
- Training Manager for the LOF Niles Injection Molding Facility start-up operation, providing training for production, technical, and salaried personnel at the Niles, MI facility.
- Identified all training required for the new start-up manufacturing operation by meeting with corporate management, Niles managers, and trainers from other plants. Determined short and long term training goals through needs assessments and group problem-solving methodology.
- Managed the design and staffing of all required training at the Niles off-site training facility.
- Production Supervisor for the Injection Molding Operation during the ramp-up.

Senior Quality Assurance Manager - Corporate Quality Group (May 1993 to November 1996)

QS-9000 Implementation Manager and Lead Auditor for all locations from January 1995 to December 1996.

Managed all site QS-9000 personnel, including 13 management representatives, and 13 project managers in 15 locations throughout North America. Managed and conducted all corporate quality auditing functions at each site several times per year.

- Achieved a single ISO 9000/QS-9000 registration for all 15 locations in less than two years.
- Developed and delivered QS-9000 training classes on such topics as QS-9000 Overview, Internal and Supplier Quality Auditing, QS-9000 Implementation, and Failure Mode and Effects Analysis.
- Implemented a Corporate Quality Policy Manual that was signed by the CEO, and adopted by the Corporation.
- Interfaced with external technical writers, purchasing, materials managers, and plant personnel in the development of the quality system.
- Individual plant consulting on QS-9000 implementation, management issues, and quality concerns.

Process Improvement Facilitator (May 1993 to January 1995). Responsible for the development and facilitation of process improvement groups and workshops at all manufacturing sites.

- Developed and delivered the core workshop, *Basic Process Improvement*, using cross-functional teams to map out and document processes, identifying waste and action plans for improvement.
- Trained facilitators in outlying plants to run the course, replicating it throughout the corporation as the chief tool for process improvement.
- Utilized the Basic Process Improvement technique on processes ranging from senior management decision-making, to administrative tasks, to manufacturing processes.

Tooling Manufacturing Engineer, OE Tooling and Development Group, (July 1990 to May 1993)

CAD/CAM Project Manager from July 1990 to May 1993. Responsible for the introduction of CNC programming and machining into the manufacturing of glass tooling. Managed a self-directed work team involving 8 CAD/CAM Programmers, 12 Tooling Designers, and 4 Mill Operators.

- Researched, interacted with vendors, and recommended CNC Equipment.
- Developed standard programming techniques, and delivered CNC training to the CAD personnel.

Tooling Design Engineer, (May 1990 to September 1991)

Managed the design and manufacture of glass bending tooling for automotive glass, from inception through construction, and into manufacturing.

- Interacted with suppliers, tooling manufacturers, and customers, to engineer and produce glass tooling.
- Designed and developed CAD graphic programs and part libraries using Intergraph CAD workstations, resulting in increasing the efficiency of the tooling design process.
- Participated in a team to evaluate Coordinate Measuring Machines for corporate-wide use.

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General Motors, Cadillac Motor Car, Detroit, MI **May 1989 to September 1989**
Contracted Mechanical Design/CAD/Engineering to the GM Powertrain Group

Allied Bendix Aerospace, South Bend, IN **May 1988 to September 1988**
Contracted Mechanical Design/CAD/Engineering for aerospace fuel control systems

Technical Aid Corporation, Boston, MA **August 1985 to August 1987**
Contracted Mechanical Design/CAD/Product R&D to:
Whirlpool Corp.
General Electric Corp.
Bath Iron Works

C & D Technology Corp., Winter Park, FL **December 1983 to August 1985**
Mechanical Design/CAD/Product R&D to:
Brunswick Defense Systems
Sperry Defense Systems
Westinghouse Electric Corp., Steam Turbine Division

Burroughs Corp., Laser Printer Division, Orlando, FL **June 1981 to December 1983**
Mechanical R&D of a high-speed mainframe laser printer

CDI Corporation, Orlando, FL **July 1979 to June 1981**
Contracted Mechanical & Electrical Design and Drafting to:
Martin Marietta Aerospace
Gould-Brown-Boveri Corp.
Northrop Defense Systems
Applied Devices Corp.