Ted D. Cole

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Quality Engineering /Quality Management

Extensive experience in progressively responsible positions in engineering, manufacturing, and quality in fast-paced high volume manufacturing environments. Strong analytical skills and problem solving abilities tested and proven by two leading global companies to be especially effective in identifying and modifying products and processes that need improvement.

Selected Accomplishments

- Team Excellence Award for Failure Mode Effects Analysis for all products
- Team Excellence Award for New Product Launches
- Initiated and implemented Receiving Inspection Test Plans for the Vendor Managed Inventory (VMI)
- Scrap reduction generated by product launch design resulted in $35,000 savings
- Team Excellence Award for Nova Wand
- Team Excellence Award for Protégé Side Spray Project
- Vice President/General Manager Award for state of art process yielding 55% ROAE during first year production with total project cost of $2,800,000; profit for second year $3,000,000
- Value Engineering/Value Analysis Merit payment for $68,138 resulting from annual shared cost savings for New United Motor Manufacturing

Career Experience

Faucets America, Kinston, NC 1998 to present

Quality Engineer

Provide quality support for the world's largest manufacturer of plumbing products and #1 faucet brand in North America. Faucet America has $1B in sales, is high volume/high mix manufacturer, and known for innovation. Major business improvement initiative is to continuously improve product quality and dependability to last a lifetime. Manage team of quality technicians and product/process auditors.

- Manage the quality effort throughout the product development and launch stages including process/product qualification, Failure Mode Effects Analysis, control plans, test development, receiving/inspection test plans, and internal and external Production Part Approval Process
- Collect, analyze and report data on process and product for Correction Action Process
- Communicate expectations through training, Advanced Product Quality Planning, PPAP's, product launch support and implementation of corrective actions
- Interact with Customer Returns Department implementing corrective actions to eliminate field failures
- Provide machine run-off support utilizing the Repeatability and Reproducibility methodology.
- Participate in cost of quality reductions as percentage of cost of goods sold
- Implemented six cost reduction projects netting annual savings of $763,118
- Led a Kaizen event, which netted 48 percent productivity increase while making available 1,000 sq/ft of floor space

TMR, Inc., Winterville, NC 1980 – 1998

Quality Engineer

Customer and supplier liaison for tier one supplier of safety critical steering gear components for major automotive manufacturers including Ford, Chrysler, Toyota, Nissan, and Mitsubishi with annual sales of $36,000,000. Promoted four times starting as *Machine Operator*, then *Quality Inspector*, *Tool and Gage Inspector*, *Quality Technician* and *Quality Engineer*.

- Developed/implemented inspection techniques consistent with requirements
- Provided visual aids and metrology analysis to assist inspection process, documentation and capability studies for production
- Reviewed trends and assisted in developing defect-reduction programs.
- Provided root cause analysis of quality problems, made corrections, and tracked effectiveness
- Evaluated field returns to determine failure causes
- Developed first article inspections internally and externally
- Developed level two and three documentation to solidify QS9000 certification for 4 plant locations
- Maintained SPC reporting system manually and electronically
- Tracked Manufacturing Added Cost, Customer Complaints, and Parts Per Million
- Conducted inspections and surveys at supplier's facility to evaluate adherence to quality procedures

Team/Individual Accomplishments:

- Launched 6 machines in continuous flow in less than 12 months, extended tool life 200%, reduced process time 3 days to 4 minutes, inventory from 4 days to 18 minutes with capital and tooling savings of $271,479 and $35,902 respectively.
- Reduced failure rate at Ford from 425 PPM to 50 PPM
- Recognized by Ford for reducing PPAP default level from 3 to level 1
- Received Ford's "Best Supplier Recognition" and 1995 Ford Customer Driven Quality Award

Education/Training

East Carolina University, Greenville, NC, Industrial Technology – Graduated 2004
SAP Training (Systems, Applications, and Products-integrated business systems solutions) -2001
Situational Leadership, Kempner Trager
8-D Problem Solving, Ford Motor Company
5S, Kaizen, Continuous Improvement, and Lean Manufacturing Methodology – Moen Incorporated
QS9000 Internal Auditor Training- KPMG- completed 1997
Pitt Community College, Greenville, NC, Machinist Degree – completed 1984
Computer Skills – Microsoft Word, Excel, PowerPoint, Outlook, MINITAB, Business Objects, Adobe Acrobat, and SAP Business Management