

FRANK A. DUKE, III, CQE

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Summary of Experience

More than twenty-four (24) years of manufacturing experience and ten (10) years of management-level experience working with rubber, plastics, electronics, polyurethane, leather, vinyl, and metals for the automotive, printing and binding, and pneumatics industries. Extensive background utilizing the following Core Competencies:

**Six Sigma
Lean Manufacturing
Employee Empowerment
Continuous Improvement
Total Quality Management**

**5S and 8D
Root Cause Analysis
Just-In-Time Delivery
Statistical Process Control
Taguchi Methods (Problem Identification)**

2007 to **Draexlmaier Automotive of America (DAA)**, Duncan, South Carolina

Present A Tier 1 and Tier 2 manufacturer and supplier of automotive interior systems that includes instrument and door panels, center consoles, gearshift assemblies and injection molded parts for BMW, GM, Cadillac lines, Corvette, VW and MBUSA.

Plant Quality Manager: Responsible to the Plant Manager for resolving all open customer complaints. Implemented methods for containing suspect materials, sort/rework criteria (if applicable), training, and inspection and non-conforming parts containment activities. Devised new strategies to improve complaint cost tracking improving debits back to the suppliers for supplier issues. Improved interface between the plant and project teams. Managed 8 direct, and 10 indirect reports.

- Reduced the number of open complaints from 130+ to <10 in 11 months.
- Reduced headcount for department from 29 to 13 and increased quality acceptance rate to help remove DAA from GM top focus.
- Improved recovery of chargeback's to suppliers. \$1million+ in 1.5 months.
- Developed process to interface quality rejections with finance to monitor proper debits to DAA.
- Led a team that exceeded corporate PPM reduction targets the last two years – reduced PPM's from 800 to 282.

2005 to **Recticel North America**, Fountain Inn, South Carolina

2007 A manufacturer of polyurethane interior trim for BMW and large scale trucking companies. (Plant Closed)

Operations Quality Manager: Responsible to the Plant Manager for determining root cause, developing corrective action and negotiating boundary samples (if applicable) regarding any quality issues with Recticel N.A. and its customers. Devised and implemented methods for containing suspect materials, sort/rework criteria (if applicable), training, and inspection of non-conforming parts. Managed 5 direct reports.

- Led a team that exceeded corporate PPM reduction targets the last two years – reducing PPM from 3,500 (in December 2004 to <500 in 2006) while leading the automotive group (10 plants) in quality and productivity.
- Automated and streamlined processes, training programs and conformation to standards which improved company standing with its customers.
- Overhauled existing document control procedures to conform to TS16949. Implemented 5-S and 8D procedures at the plant (through Employee Empowerment and training). Improved productivity by producing the same amount of parts in a 5 day week versus a 7 day week.
- Utilized indicators to drive process improvement and support continuous improvement to a scrap rate of <1½ %.
- Increased management/supervisory role from 5 at date of hire to 35 in first 2 weeks.

* Worked closely with Faurecia Automotive Systems, BMW, and Conmet quality executives to review and assess quality/ productivity issues; participate in quality meetings with top BMW, Conmet and Faurecia staff.

2002 to **Plastic Omnium**, Anderson, South Carolina
2005 A publicly held French company manufacturing plastic components for automotive, medical, and waste management industries operating in 25 countries.

Plant Quality Manager: Responsible to the Director of North American Operations for creating and implementing quality and feedback loops into the injection, paint, assembly process for 3 plants across the United States that included 6 direct ship customers. Coordinated efforts to determine root cause, develop corrective action and negotiate boundary samples (if applicable) regarding any quality issues with Plastic Omnium's other plants in Duncan, SC and Norcross, GA and direct ship customers; implemented 8D procedures for all quality issues.

- Launched new BMW Sport Utility Vehicle project with zero quality issues in September 2003.
- Achieved zero PPM and customer issues to multiple GM facilities for 18 consecutive months
- Reduced PPM (Paint Operations) to Internal Customer (Duncan, SC plant – direct supplier to BMW) from 3500 to 90 while maintaining an internal scrap rate of <3.0 % in 2003.
- Developed a monitoring/tracking system for the Injection division and later for Paint Operations, including daily, weekly and monthly Pareto charts, trend analysis, and PPM tracking.
- Worked closely with BMW Quality staff and General Motors quality executives to quarantine, assess and correct defects; participate in quality meetings with top BMW and Plastic Omnium staff.
- Served as acting Plant Manager and Production Manager for Injection Operations in their absence.

2000 to **SAGEM, Incorporated**, Greenville, South Carolina
2002 A manufacturer of fuel management systems (fuel injectors, fuel rails, CAM sensors/distributor, and ECM modules) for the automotive industry. (Plant Closed)

Senior Quality Engineer: Responsible to the Plant Manager for developing a monitoring/tracking system for the division-wide quality program, including daily, weekly, and monthly Pareto chart, trend analysis and PPM tracking. Managed 3 direct reports and 7 indirect reports.

- Led initiatives that resulted in a shift from losing \$800,000/month to making more than \$200,000/ Month (at 1/4 the sales volume) by improving material specifications and working closely with vendors' quality and management personnel.
- Led initiatives to reduce defects affecting the production/assembly phase; wrote material specifications utilized by Supplier Quality. **Net Result:** Reduced "D" Injector scrap from 27% to 3.5%; also helped reduce overall supplier scrap by 45%.

1999 to **TG Missouri Corporation**, Perryville, Missouri
2000 A manufacturer of plastic parts (steering wheels, airbags, interior/exterior trim, and mudguards) and rubber parts (radiator hoses and fuel lines) for customers including Toyota, GM, Ford, BMW, Dodge, Mitsubishi, Honda and Isuzu.

Quality Resident Engineer Manager: Responsible to the Director of Quality & President for all quality, packaging and shipping issues for more than 3,500,000 parts shipped monthly to TMMK: PPM negotiation and reduction; boundary negotiation; rework of non-conforming parts; and containment activities for suspect parts; and logistics. Managed 4 direct reports and 36 indirect reports.

- Reduced scrap from more than 1,000 pieces per month to less than 99 in 1999 and 2000. (Shipping levels at about 2.5 million parts / month)
- Saved more than \$300,000 in expedited shipment and travel costs.

- Helped elevate the company to Toyota's "Most Favored Vendor" status by improving product quality and customer trust.
- Served as the primary Quality Representative at Toyota Motor Manufacturing Kentucky (TMMK), Johnson Controls and Trim Masters (all located in Georgetown, Kentucky).
- Investigated and solved production problems, pre-production issues coordinate engineering trials and follow up with any changes that need to be made as a result of those trials.
- Facilitated and expedited ECI, PCR and PPAP submission follow-through.

1995 to **General Binding Corporation**, Auburn Hills, Michigan

1999 A manufacturer of high-speed OEM commercial punching and binding equipment. (Plant Closed)

Quality Control Manager: Responsible to the Purchasing Manager for all quality issues involving Production and Receiving/Inspection. Developed and implemented SOP's for Receiving/Inspection and Production. Managed 2 direct reports and 2 indirect reports. Served as Technical Service Specialist, providing single-person contact for customer issues and service.

- Developed and implemented Supplier Qualification Program.
- Led compliance and auditing efforts to maintain TUV certification.
- Managed secondary operations, including Bright Zinc Plating, Black Oxide and heat.

1984 to **MAC Valves**, Wixom Michigan

1995 A manufacturer of mechanically-controlled OEM valves including injection molded encapsulated electrical coils for high-speed industrial applications.

Held progressively more responsible positions as **Mill Machine Operator**, **Screw Machine Operator**, **Assembler/Tester**, **Research & Development Engineer**, and **Quality Control Inspector**.

EDUCATION

Master of Science Degree & Bachelor of Science Degree, Quality Assurance – Almeda University – Boise, Idaho - 2006
Completed Online Dual-Degree Program while working full-time.

Associate Degree of Liberal Arts – Oakland Community College – Auburn Hills, Michigan – 1994
Concentration – International Commerce - *Attended evening classes while also working 60+ hours per week.*

PROFESSIONAL TRAINING and CERTIFICATIONS

Design of Experiments - Greenville Technical College – Buck Mickel Center (2007)

TS 16949 Lead Auditor & TS 16949 Internal Auditor Certification – Excel Partnership, Inc. – Sandy Hook, Connecticut (2002)

American Society for Quality – Milwaukee, Wisconsin (2002)

Certified Quality Engineer - Benefited from extensive training in the following areas: Management and Leadership; Quality Systems Development, Implementation and Verification; Manufacturing Planning, Controlling, and Assuring Product and Process Quality; Risk Management; Problem Solving and Continuous Improvement

- Recertified ASQ CQE in October 2008; Senior Member since October 2005

Tri-Tech Services, Inc. - Pittsburgh, Pennsylvania / Greensboro, North Carolina (2001)
QS 9000 Lead Auditor Certification and QS 9000 Internal Auditor Certification

Six Sigma Training (Self-directed Training Course) – LifeStar Training Company - Denver, Colorado (2002)