



**Ing. Ronald Waldherr BSc.**

- Interim Manager
- Consultant
- Trainer

## Zero errors. From the supplier to the customer!

My name is Ronald Waldherr. I am an **Interim Manager, Consultant and Trainer** for **Quality Management, Supplier Management and Complaint Management**. In the role of Head of Quality Management or Head of Supplier Management, as Senior Quality, Supplier or Complaints Manager, I take on mandates and projects in the **automotive industry, medical technology and the metal and plastics processing industry**.

### MY OFFER

Quality Management	Supplier Management	Complaint Management
<ul style="list-style-type: none"><li>▪ Strategy development</li><li>▪ Management reporting</li><li>▪ Process-oriented documentation for production</li><li>▪ Preparation of statistics</li></ul>	<ul style="list-style-type: none"><li>▪ Supplier key figures</li><li>▪ Measures with interface partners</li><li>▪ Supplier audits as well as qualifications and trainings</li></ul>	<ul style="list-style-type: none"><li>▪ Structure and optimization</li><li>▪ Stakeholder management</li><li>▪ Reduction of complaints</li><li>▪ Application of various QM tools</li></ul>

**Trainings on quality, suppliers and complaints for ideal know-how transfer!**

#### Interim Roles

- Head of Quality Management or Head of Supplier Management
- Senior Quality, Supplier or Complaints Manager

#### Industrial Competencies

- Automotive industry
- Medical Technology
- Metalworking industry
- Plastics processing industry

#### Certificates

- QM Supplier Auditor
- Quality Technician ST
- Quality Technician QII
- Quality Management and Applied Statistics QMAS
- System Representative Quality QMB

## MY CORE COMPETENCIES

- Since 1994 experienced in **quality and supplier management** in national and international environment
- **Employee management and motivation** through transparent task assignments and training courses
- Reduction of errors through **systematic complaints management**.
- **Complaint processing** with 8D Report, FMEA, A3 solution sheet, Ishikawa or 5Why
- **Languages:** German (mother tongue), English (business fluent)
- **Standard experience**
  - ISO 9001
  - IATF 16949
  - ISO 13485
- **Communication at eye level**
  - Bachelor of Science
  - Engineer
  - Master
  - Toolmaker journeyman

## A selection of my projects (You can find the project details on the following pages.)

Q=Quality Management | S=Supplier Management | C=Complaint Management | T=Trainings

Projekte	Q	S	C	T
Head of Quality Manager in the electronic industry (position systems)	☑	☑	☑	☑
Supplier Quality Manager in the automotive industry (battery tray)	☑	☑		
Supplier Quality Manager in the automotive industry (injection systems)	☑	☑		
Head of Quality Manager in the metal industry (door closing systems)	☑	☑	☑	☑
Deputy Quality Manager in the metal industry (electron beam welding)	☑	☑	☑	
Trainer at a vocational education and rehabilitation center	☑			☑
Quality Management Consultant in print media sector (tickets, payment slips)	☑			☑
Head of Supplier Manager in medical technology (heart-lung machines)	☑	☑	☑	
Deputy Quality Manager in medical technology (medical devices)	☑	☑	☑	
Quality Director in the automotive industry (front and rear bumper)	☑	☑	☑	
Quality Manager in the automotive industry (lines and valves)	☑	☑	☑	

## Overview permanent positions (Details of the stations can be found at the end of the document.)

Time Period	Interim Role	Client	Industry
2012 - 2014	Quality Manager	iSi Automotive	Automotive
2011 - 2012	Configuration Manager	Schiebel	Aeronautics
2010 - 2011	Quality Manager	Otto Bock	Medical technology
2009 - 2010	Technician	JTI/Austria Tabak	Luxury Food, Cigarettes
2003 - 2008	Quality Manager	Electrovac AG	Electrical industry
2002 - 2003	Quality Manager	Amtec GmbH	Automotive

### Technical Know-how

- Punching and bending tools in combination with punching machines & fiction presses
- Injection molds in combination with injection molding machines
- Turning and milling machines: conventional and CNC controlled
- welding: inert gas, autogenous and electric
- Preparation of work and test instructions as well as operating instructions in the course of the
- Work preparation
- Reading of technical drawings and specifications with the corresponding standards
- Professional handling of measuring equipment

### ERP Application Know-how:

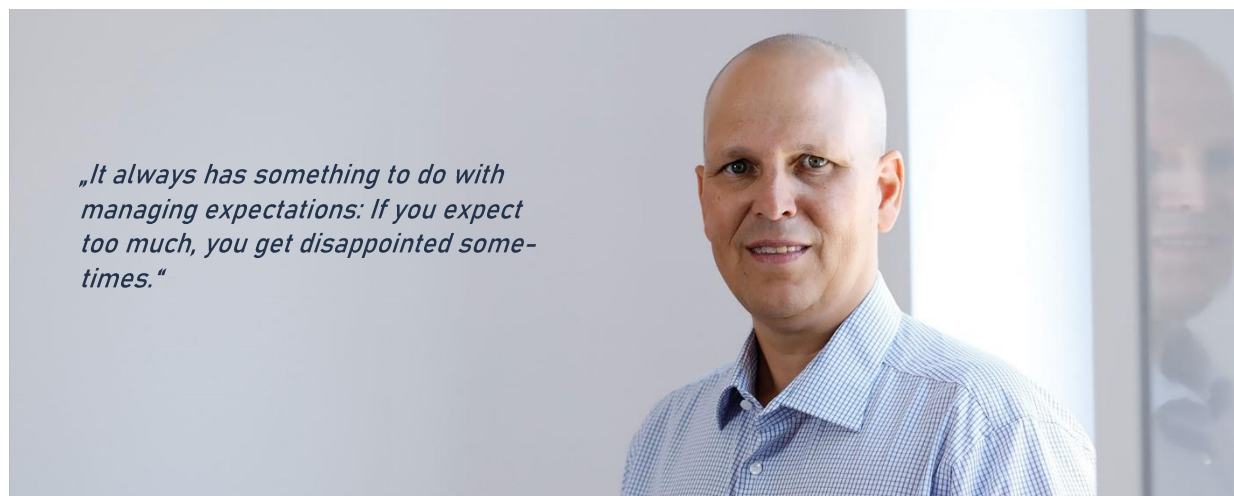
- SAP: Material masters; routings, bills of material, Q-modules ([www.sap.com](http://www.sap.com))
- SiS: Experience on the sidelines during the conversion to SAP ([www.sisworld.com](http://www.sisworld.com))
- Pro Alpha: Materials Management ([www.proalpha.at](http://www.proalpha.at))
- IN ERP: Materials Management ([www.informing.ch](http://www.informing.ch))

### PC Know-how:

- Advanced knowledge: Windows incl. Office and Visio
- Basic knowledge: AutoCAD, SOLIDWORKS

### Completed trainings:

Time period	Training
2019 - 2020	Forklift license and crane license
2006 - 2009	University of Applied Sciences Int. industrial engineering part-time (Vienna) /BSc.
1998 - 2002	Industrial engineering part-time, branch QM (Vienna) / Ing.
1997 - 1999	Werkmeister part-time (Vienna) / Mst.
1987 - 1991	Vocational school toolmaker (Vienna) / journeyman



## TESTIMONIES FROM COMPANIONS

*»In addition to his wide-ranging expertise in the overall quality spectrum, as well as the measurable successes that can clearly be attributed to his activities, I was particularly impressed by his ability to bring the team along and involve them. This lays the foundation for the sustained and continuous development of product quality and the efficiency of quality assurance processes.«*

UWE ZIEWERS, PPA.  
Plant Management KFV & PORTAL / SIEGENIA Group

*»Ronald has familiarized himself very well in a short time with a field of activity that was foreign to him. Even after a short time, you could notice a significant improvement in the topics he was working on. He has a calm demeanor, a good technical understanding, listens and looks at the problems on site, then takes the right action.«*

HOLGER KOWALZICK  
Head of Design & Development DRIVE / SIEGENIA Group

*»Ronald won me over with his analytical mindset and effective approach to getting to the bottom of problems. In doing so, he does not allow himself to be distracted from his goals even by bogus arguments. He pursues these with perseverance until they are successfully implemented. His Viennese charm gives him access to all levels, from the store floor to management and shareholders.«*

THOMAS MAHLER  
Interim Management & Quality Consulting

*»I'm also very glad to have worked with you in Daoda. It seems like they've changed their mind set and respected Volvo's requirements. This is your merit. Thanks for your great contribution to make life easier.«*

RITA FANGBIN YAO  
Sr. Supplier Quality Manager for Interior & SGM

*»You act purposefully, calmly and prudently. In critical situations, in customer meetings, you are a pleasant conversational partner with professional background knowledge. It is always clear whose interests you represent without burdening the customer.«*

SÖREN SOMMER,  
Key Account Manager / KFV Karl Fliether GmbH & Co. KG

*»I would also like to thank you for your cooperation in our recruiting processes. The diverse answers from applicants to your Excel question will certainly remain in my memory.«*

Lena Vorsatz (Professional HR (Human Resources) Talent Acquisition / PI miCos GmbH)

*»Thank you for your great and fast support with the supplier XYZ! It was a pleasure to work with you.*

Ruud, Bernsen (Technical Sales at PI Benelux / PI BeNeLux B.V.)

**Head of Quality Manager in the electronic industry (Eschbach)  
(Positioning Systems)**

**Project**

**Time period:**

- 2025/06 – 2026/03

**Area of responsibility:**

- 8 professionally managed employees

**Company:**

- PI miCos GmbH

**Industry:**

- Hexapoden
- Linear systems

**Turnover\*: Group**

- 286 Mio. € (2023)

**Employees\*: Group**

- ca. 1261

**Situation in the company:**

- The previous manager was an interim manager who wanted to leave the company quickly for his own reasons, so a replacement was needed spontaneously (follow-up project to Karlsruhe)

**Country:**

- Germany (Eschbach)

\* Access on 20.04.2026

<https://die-deutsche-wirtschaft.de/unternehmen/physik-instrumente-pi-gmbh-co-kg-karlsruhe/>

**Task:**

- Evaluation of existing quality processes and development of an optimization strategy
- Conducting vulnerability analyses and developing recommendations for action
- Preparation of regular (weekly/monthly/semi-annually) reports
- Relocation of approximately 500 items
- Optimizing process flows from activities, coordinating with other plants, and providing training (production stoppages, supplier management, PPAP, etc.)

**Measures:**

- Successful merger of the two shop floor departments: QA and VV (many synergies and time savings)
- Consistent implementation of shop floor procedures, including quality alerts
- Holding crisis meetings with customers
- Introduction of regular joint meetings with QA staff
- Transparent communication at the employee level
- Development of an AI-based noise testing station
- Introduction of a practical PPAP checklist (systemic requirement was over 200 points)

**Successes:**

- Visible improvement (through transparency) in the complaint rate (Dead On Arrival) by 42% (annual average of the last two years compared to 2025, down from 69 to 40)
- Implementation of a lived (complaints visible) shop floor in production
- Initial positive tests with the AI-based noise testing station
- Successful customer and production facility audit
- TÜV surveillance audit without major deviations
- Established understanding of quality planning within the company

**Special Challenge:**

- The interim quality manager was no longer available within 3 days.
- The team existed only in small groups and not as a whole.
- High number of complaints (Dead On Arrival).
- Staff departures led to a bottleneck in addressing outstanding issues.
- Numerous job interviews were conducted to manage the workload.
- Quality assurance with limited resources.
- Relocation of approximately 500 items to our own facility.

## Head of Quality Manager in the electronic industry (Karlsruhe) (Positioning Systems)

### Time period:

- 2025/01 – 2025/06

### Area of responsibility:

- 23 professionally managed employees

### Company:

- Physik Instrumente (PI) SE & Co. KG

### Industry:

- Hexapoden
- Linear systems

### Turnover\*: Group

- 286 Mio. € (2023)

### Employees\*: Group

- ca. 1261

### Situation in the company:

- The predecessor moved to a new department, so a replacement was needed spontaneously.

### Country:

- Germany (Karlsruhe)

\* Access on 20.04.2026

<https://die-deutsche-wirtschaft.de/unternehmen/physik-instrumente-pi-gmbh-co-kg-karlsruhe/>

### Task:

- Disciplinary/professional management of quality, verification, and validation staff in the areas of customer, preventive, and internal quality (internal and external employees)
- Contact person for quality issues at the site (internal/external/customer escalation issues)
- Ensuring quality processes and procedures at the site
- Reporting of quality KPIs to site management and the central QM/QA functions
- Customer complaints in Babetec software, data cleansing Q3 and Q4 2024
- Onboarding of new QA employees
- Collaboration with related departments

### Measures:

- Employee reviews with all employees (previously none)
- Introduction of regular employee reviews with QA staff
- Regular meetings with international customers
- Support during customer visits and audits
- Escalation meetings with suppliers
- Complaints
- Coordination of escalations (delivery stoppages)
- Transparent communication at the employee level

### Successes:

- Significant improvement in supplier ranking from 26th to 7th place (out of 26)
- Drastically reduced scrap rates for individual critical delivery parts (from 80% to 4%)
- Increased employee trust, therefore escalation was (earlier)
- Long-standing issues (open for more than 1 year) were resolved

### Special Challenge:

- Restructuring (side/division) during the acquisition
- Many employee questions regarding responsibilities
- Strengthening employee strikes and employee retention
- Managing long-term staff with all the associated consequences
- Unplanned departures without the possibility of replacement (FTE was transferred along with the positions)

**Supplier Quality Manager in the automotive industry  
(battery tray)**

**Project**

**Time period:**

- 2024/07 – 2024/10

**Company:**

- BMW Group

**Industry:**

- Metal Industry
- Industrialization of High-Voltage Periphery

**Turnover:**

- 155,5 billion €

**Employees:**

- approx. 155 000
- Approximately 50 at the location

**Situation in the company:**

- Supplier is based in Spain and is not capable of producing quality parts

**Country:**

- Germany
- Spain

**Task:**

- Training at BMW: Getting to know the responsibilities, stakeholders, BMW structure and the product
- Process and supplier support: Deepening the production processes at the supplier for bonding, welding and powder coating
- Knowledge transfer and delivery preparation: Ensuring knowledge transfer and preparing the first delivery
- On-site support at the supplier: daily meetings, process management, preparation of a weekly report and troubleshooting
- Training and adaptation: introduction of a new manager, restructuring of responsibilities due to personnel rotations and continuous maintenance of the LOP (List of Open Points)

**Measures:**

- On-site support at the supplier: daily meetings, process management, preparation of a weekly report and troubleshooting
- Training and adaptation: introduction of a new manager, restructuring of responsibilities due to personnel rotations and continuous maintenance of the LOP (List of Open Points)

**Successes:**

- Progress on open tasks: The open points in the LOP list were reduced from 154 to 39, while the number of points increased by a further 30
- Increased efficiency: The measures led to a successful increase in efficiency, which is reflected in the continuous processing of tasks
- Documentation and process control: Preparation of weekly reports and clear documentation requirements improved the overview and control of the production processes

**Special Challenge:**

- Complex supplier coordination: Coordination with the supplier and its subcontractors in order to identify risks at an early stage and initiate measures
- Revision of reports: After the first report was positively accepted, a revised version was requested
- Personnel changes: Reassignment of tasks and responsibilities due to personnel rotations required ongoing adaptation of the team and processes



**Supplier Quality Manager in the automotive industry  
(injection systems)**

**Project**

**Time period:**

- 2023/08 – 2024/04

**Area of responsibility:**

- 1 professionally managed employees

**Company:**

- Liebherr-Components Deggendorf GmbH

**Industry:**

- Metal Industry
- Injection Systems

**Turnover:**

- 14 million €

**Employees:**

- approx. 500

**Situation in the company:**

- 1 supplier manager resigned before my joining, and another resigned one month later.
- Frequent changes in topics and corresponding supplier handovers were a challenge.

**Country:**

- Germany

**Task:**

- Conducting supplier audits and problem visits to increase quality awareness among suppliers in Germany and the Czech Republic
- Creation and implementation of a new 8D report for systematic error analysis
- Examination of control plans and conducting plant visits
- Performing statistical analyses to identify problematic suppliers
- Initiating special releases (time or quantity limited) to minimize production downtime

**Measures:**

- Planning and conducting supplier audits and problem visits (Germany and the Czech Republic) to identify optimization potentials
- Sensitization through development and implementation of a new 8D report format with detailed instructions
- Organization and execution of a Run@Rate test followed by analysis and presentation of results
- Analysis of supplier data to identify problematic suppliers and develop appropriate measures
- Initiating special releases considering time or quantity limitations

**Successes:**

- Improvement of quality awareness among suppliers
- Successful implementation of a long-term solution strategy to address a long-standing issue in plastic injection molding
- Efficient utilization of the new 8D report for systematic error analysis and resolution
- Process optimization through audits, plant visits, and statistical analyses

**Special Challenge:**

- Complexity and diversity of tasks to be managed
- Need for close collaboration with internal and external stakeholders
- Requirement for a long-term and sustainable strategy for error prevention and resolution

**Head of Quality Manager in the metal industry  
(door closing systems)**

**Project**

**Time period:**

- 2022/01 – 2022/05

**Area of responsibility:**

- 25 employees

**Company:**

- KFV Karl Fliether GmbH & Co KG

**Industry:**

- Metal Industry
- Door Closing Systems

**Turnover:**

- 95 million €

**Employees:**

- approx. 650

**Situation in the company:**

- The Quality Manager in permanent employment was terminated in a flash, he was immediately released from his duties
- Handover took place by the management

**Country:**

- Germany

**Task:**

- Responsibility for quality management in the plant (production, customers, suppliers, projects)
- Leadership and further development of subordinate employees
- Responsibility for the continuous improvement of the QM system, methods and strategic orientation
- Problem analyses and coordination of the error correction process in close cooperation with internal departments, customers and suppliers
- Ensuring the quality of mechanical, electronic and electromechanical components and systems as well as integrated digital components / systems
- Development of quality concepts for new projects and series
- Development of a sustainable quality strategy / recommendation for action on the basis of a weak point analysis with the focus on organization, processes, products and employees.

**Measures:**

- Sensitization and training of employees through background information and lived error culture
- Activities within the scope of personnel responsibility incl. job interviews
- Preparation of a 3-year strategy for personnel (training, transfer, increase, exchange, change), organization (insertion of new structures and responsibilities) and technology (increase of machinery) incl. key figures
- Regular reporting (reviews) to the management board
- Cross-plant topics (procurement guideline, 8D report, special releases, advanced product quality planning (APQP), presentations, workshops) in coordination with the other Quality Managers
- Invitation of the sister plant for the purpose of joint reduction of defective deliveries and components

**Successes:**

- Reduction of complaints by about 20%
- Increased understanding of error culture and transparency created
- Reduction of special releases
- Synergy effects in other departments and between plants

**Special Challenge:**

- Build trust with employees, guide, challenge and encourage them
- Preparation of various reports (documents deleted by ex-employee)
- Involvement of the team in the preparation of reports and management reports. (In the past, team was not involved).
- Communication and understanding between plants was strained

**Deputy Quality Manager in the metal industry  
(contract manufacturing electron beam welding)**

**Project**

**Time period:**

- 2019/03 – 2020/03

**Area of responsibility:**

- 4 professionally managed employees

**Company:**

- pro-beam GmbH & Co. KGaA

**Industry:**

- Metal industry
- Contract manufacturing electron beam welding

**Turnover:**

- 60 million €

**Employees:**

- 430

**Country:**

- Germany

**Task:**

- Reduction of open complaints
- Sustainable elimination of repeat complaints
- Auditing (qualification) of suppliers
- Ensuring quality throughout the process

**Measures:**

- Coordination with individual customers about open complaints
- Introduction of transparent error culture: graphic posting of errors on the store floor; daily regular meetings with the specialist departments and discussion of open complaints (8D method)
- Practical training of the individual employees in troubleshooting
- Understanding of errors increased by statements such as: It is not the individual who is to blame for the error, but the system. Because if the system is not right, anyone can make the mistake.
- Transparent error culture exemplified and introduced (search not for culprits, but for solutions)
- Support during supplier audits and qualification of suppliers
- Creation of key figures in quality management
- Revision of audit checklists
- Preparation of a structured supplier and complaint management system

**Successes:**

- Reduction of customer complaints
- Increased understanding of the error culture

**Special challenge:**

- Attitude of employees was not optimal, as they felt little sense of responsibility up to now (no responsibility was given to them so far)
- No one had initially admitted mistakes



**Trainer at a vocational education and rehabilitation center  
(trainings for youth und adults)**

**Project**

**Time period:**

- 2019/02 – 2020/12

**Company:**

- BBRZ Reha

**Industry:**

- Vocational training and rehabilitation center (training for youth and adults)

**Turnover:**

- 262 million € (2015)

**Employees:**

- 3.000 (2015)

**Country:**

- Austria

**Task:**

- Quality management workshops including applied exercises, with final test and certificate
- Number of participants from 7-14 people

**Measures:**

- Preparation of a script, an exercise booklet with practical exercises and a final test

**Successes:**

- Further training (quality management workshops) after the pilot project
- Some participants understood the meaning and were very interested

**Special challenge:**

- It was a compulsory event for the participants, thus not all of them were motivated. I was able to inspire the majority with my practical experience (anecdotes told from the mandates)
- I had no authority to issue directives, but this went through my own process supervisors, so it was sometimes very demanding

**Quality Management Consultant in the print media sector  
(ticket and admission area, payment slips)**

**Project**

**Time period:**

- 2018/10 – 2019/12

**Company:**

- Dataform Print GmbH

**Industry:**

- Print media (print media, tickets, payment form) (trainings for youth and adults)

**Turnover:**

- 35 million € (2018)

**Employees:**

- 130

**Country:**

- Austria

**Task:**

- 9001:2016 certification

**Measures:**

- Coordination with the certifier and the team on site
- Creation of measures, based on the standard requirements
- Advising the senior Quality Manager, regarding task distribution and follow-up.
- Supervision and further development of quality management
- Revision of internal audit checklists
- Revise change management, complaint handling and training process
- Preparation of the knowledge management

**Successes:**

- Successful certification according to 9001:2016

**Special challenges:**

- It is a small company that has to compete strongly due to the ever advancing digitalization, accordingly there was little capacity and budget.

**Head of Supplier Management in medical technology  
(heart-lung machines, autotransfusion devices, centrifugal blood pump)**

**Project**

**Time period:**

- 2018/02 – 2018/10

**Area of responsibility:**

- 3 professionally managed employees

**Company:**

- LivaNova Deutschland GmbH

**Industry:**

- Medical technology (heart lung machines, autotransfusion devices, centrifugal blood pump)

**Turnover:**

- 1 billion € (2018)

**Employees:**

- 130

**Country:**

- Germany

**Task:**

- Management of the QM supplier management
- Manage the supplier quality audit process, including establishing requirements, priorities, and determining audit frequency
- Analyze internally and externally collected supplier data (manufacturing processes and control) to identify trends and prevent potential issues
- Work directly with suppliers and create action plans to address process failures
- Participate in cross-functional teams to develop new products or make changes to existing products to meet customer requirements
- Management of supplier audits

**Measures:**

- Supplier audits and supplier qualifications incl. approval of new suppliers
- Support and further development of existing suppliers
- Processing of complaints
- Supplier visits in Europe
- Collaboration with purchasing and development to create long-term remedial actions (continuous improvement process)
- Statistical evaluations
- Presentation of monthly and quarterly management reviews

**Successes:**

- Successful takeover of dormant (6 months) supplier management and its set-up.
- Maintaining supplier management until permanent position is found.
- Familiarization with the permanent position

**Special challenges:**

- Due to the absence of the previous supplier managers, many tasks had been left undone. The prioritization of the individual activities was driven by the criteria of safety relevance, costs and target deadlines.
- Supervisor was responsible for all supplier managers throughout Europe, so there was no direct contact person or supervisor in the company on site
- Supervisor changed to another area after one week, which made communication even more difficult

**Deputy Quality Manager in medical technology  
(medical devices, eye laser machine, rehabilitation treadmill)**

**Project**

**Time period:**

- 2017/02 – 2018/02

**Area of responsibility:**

- 3 professionally managed employees

**Company:**

- Stoppani AG

**Industry:**

- Plant engineering (medical equipment, plant engineering, coffee machines vending machines)

**Turnover:**

- n. a.

**Employees:**

- 200 (2018)

**Country:**

- Switzerland

**Task:**

- Support of the complaint management
- Creation of a QM manual
- Supplier management incl. audits
- Product acceptance in and outside the clean room incl. documentation

**Measures:**

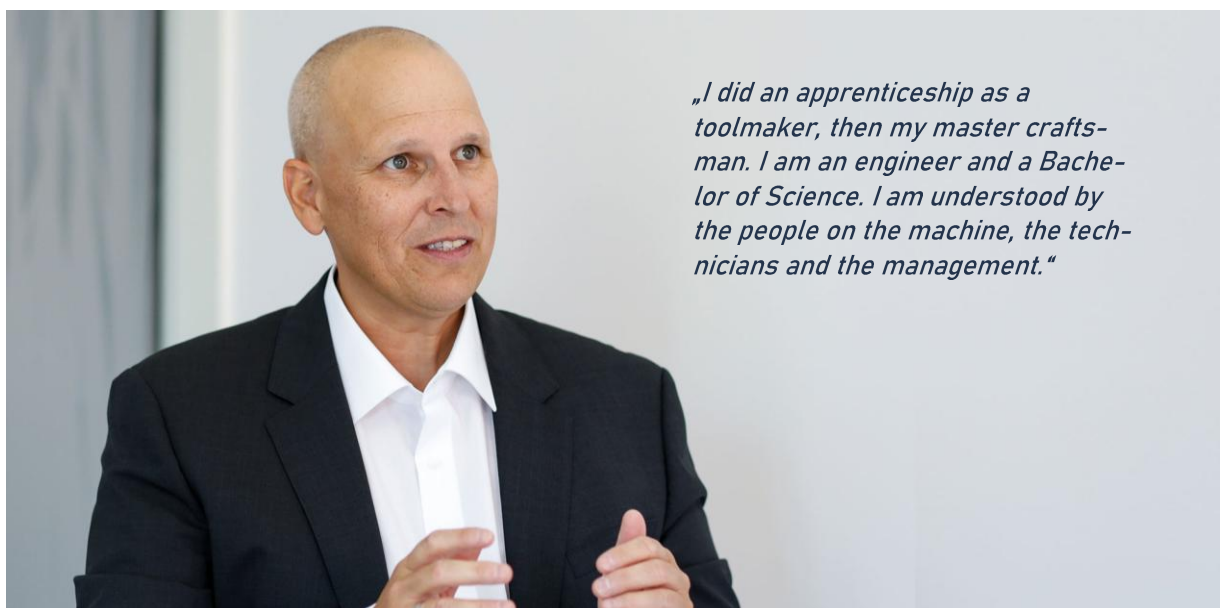
- Involving suppliers by inviting them into the company to better understand and learn from the delivered defects
- Joint development of weak points and solutions, according to a list of measures defined by me on the basis of the complaints that have arisen
- Creation of error image catalogs
- Error management (monitoring of 8D meetings, documentation)

**Successes:**

- Reduction of complaints through intensive analyses and involvement of suppliers
- Revision of supplier audit checklists and reorientation of complaints management (introduction of 8D reporting)

**Special challenges:**

- New preparation of a QM manual for recertification
- Preparation of individual documentation for recertification
- Quality Manager did not recognize endangered certificate loss despite several warnings



**Quality Director in the automotive industry  
(front and rear bumper, side skirts, roof spoiler and grill)**

**Project**

**Time period:**

- 2016/08 – 2017/01

**Area of responsibility:**

- 5 professionally managed employees

**Company:**

- Jiangnan Mould & Plastic Technology Co., LTD.

**Industry:**

- Plastics industry
- Automotive industry (front and rear apron, side skirts, roof spoiler, grill)

**Turnover:**

- 635,5 million €

**Employees:**

- 4.303 (2017)

**Country:**

- China (Peking)

**Task:**

- Delivery capability at customer Volvo was at risk, threat: delivery stop
- Construction of a new plant in Qong Qing incl. ramp-up for Volvo and Daimler
- Supplier management in general
- Contact person for general management

**Measures:**

- Supplier audits incl. measures and tracking
- Weekly visits to suppliers (at least two days on site)

**Successes:**

- Further development of a supplier for the fastened delivery release at Volvo
- Reduction of open Qhelp topics at Daimler and creation of a basis of trust
- Supplier development regarding quality, support in Qhelp topics for the customer Daimler, Quality Project Manager for the customer Volvo

**Special challenges:**

- Chinese culture is very different from the European
- Payment morale of the Chinese company was very poor
- Working hours of over 20 hours per day occurred and were also required



**Quality Manager in the automotive industry  
(lines, valves and thermostats)**

**Project**

**Time period:**

- 2015/04 – 2016/07

**Company:**

- Borg Warner Esslingen GmbH

**Industry:**

- Metal industry
- Automotive industry (pipes, valves and thermostats)

**Turnover:**

- 10,53 million €

**Employees:**

- 30.000

**Country:**

- Germany

**Task:**

- Complaint processing using 8D reports
- Experience with pipes, thermostats or valves

**Measures:**

- Practical intensive training of the individual MA during troubleshooting
- Scientific investigation and documentation of a repeat error

**Successes:**

- Project lead on exit from Qhelp3, with success on Qhelp1.
- Complaint support for repeat complaints and new issues
- Supplier and customer support (German and English-speaking regions)
- Error management (monitoring of 8D meetings, documentation)
- Constant cooperation with Daimler Trucks and Passenger cars
- Preparation of a production relocation (from Germany to Hungary) for VW (Skoda & Audi), Daimler, BMW, Ford, Continental

**Special challenges:**

- Production was relocated, employees no longer motivated
- In the initial phase, occasional aversion to outsiders noticeable
- Convince project managers that a scientific examination of a defect is financially worthwhile and can yield far-reaching optimization results



## Permanent positions

2012 – 2014	<p><b>Quality Manager</b> at iSi Automotive  <b>Industry:</b> Automotive <b>Produced:</b> Airbags complete</p> <p><b>TASKS</b></p> <ul style="list-style-type: none"> <li>▪ Supplier and customer support (German and English-speaking regions)</li> <li>▪ Error management (monitoring of 8D meetings, documentation)</li> <li>▪ Sampling (automotive standards, internal regulations)</li> <li>▪ Create and supervise qualifications (automatic welding machines, measuring systems)</li> <li>▪ Cooperation with QS, Dispo, Purchasing, Logistics, GF</li> <li>▪ Creation of the intranet Q presence for the company</li> </ul>
2011 – 2012	<p><b>Configuration Manager</b> at Schiebel  <b>Industry:</b> Aeronautics <b>Produced:</b> Helicopter drones and mine detectors</p> <p><b>TASKS</b></p> <ul style="list-style-type: none"> <li>▪ Prepare a configuration management</li> <li>▪ Creation of a release process of parts and assemblies</li> <li>▪ Training of the release process (approx. 60 MA)</li> <li>▪ Development of customer documentation with program management</li> </ul>
2010 – 2011	<p><b>Quality Manager</b> at Otto Bock  <b>Industry:</b> Medical technology <b>Produced:</b> Hand and foot prostheses</p> <p><b>TASKS</b></p> <ul style="list-style-type: none"> <li>▪ Accompaniment of validations</li> <li>▪ Development of error database with categorization for complaint management</li> <li>▪ Statistical evaluations</li> <li>▪ Establishment of a key performance indicator system for quality management</li> </ul>
2009 – 2010	<p><b>Technician</b> at JTI/Austria Tabak  <b>Industry:</b> Luxury Food <b>Produced:</b> Cigarettes</p> <p><b>TASKS</b></p> <ul style="list-style-type: none"> <li>▪ Project activity</li> <li>▪ Conversion to SAP in the area of spare parts and technical translation (English)</li> <li>▪ Reconciliations with the programs: SiS, Excel and SAP</li> <li>▪ Obtaining information (topicality, price, ...) from suppliers (German-English)</li> </ul>

2003 - 2008

**Quality Manager** at Electrovac AG

**Industry:** Electrical Industry **Produced:** rod controllers (heating plates), click controllers for coffee machines, oxygen sensors.

**TASKS**

- SAP support for work preparation (material masters, bills of material and routings) and quality management
- Accompaniment of the production to obtain ISO 9001:2004
- Creation of quality-relevant documents that are required for the manufacture of a product
- Statistics and REFA
- Preparation of operating manuals for the systems developed in-house

2002 - 2003

**Quality Manager** at Amtec GmbH

**Industry:** Automotive **Produced:** Radioblinds

**TASKS**

- Advanced quality management
- Customer support in all quality-related matters
- Processing of complaints
- Creation and processing of initial sample inspection reports
- Travel domestically and internationally to monitor / improve production

*„Managing quality, suppliers and complaints is one thing. It is important that the measures taken are also anchored in the company and thus make the company successful in the long term. I ensure the transfer of know-how through my specific trainings.“*

