

CHARLES E. HARTKE



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PROFESSIONAL SUMMARY

Quality Professional with 25 years of experience leading improvement projects, driving performance excellence, improving processes, mitigating risk, and managing change.

Experience:

Six Sigma, DFSS, Project Management, Change Management, and Quality Management.

Areas of Expertise:

- Certified Six Sigma Black Belt by ASQ
- Managing projects regarding process improvement, system implementation, and change management.
- Achieving results across diverse cultures throughout Americas, Europe, and Asia.
- Effectively leading divisional initiatives and achieving aggressive business objectives.
- Achieving significant improvements by effectively using six sigma process and tools, and having excellent project management and change management skills.
- Very skilled in both creating and delivering training.

PROFESSIONAL EXPERIENCE

BUREAU VERITAS CONSUMER PRODUCTS SERVICES (ACTS TESTING LABS), Buffalo, NY 1985 - 2010
Consumer products testing, inspection, and certification company servicing 400 US and European retailers.

Director Global Quality Assurance, Consumer Products Services Division (2001 - 2010)

Led numerous cross-functional divisional improvement projects. Performed site-wide process analysis at locations and improved the processes to ensure KPIs could be met and customer satisfaction was improved. Led improvements projects directly for customers to improve their program, where I worked directly at customer site and their staff. Implemented systems to monitor and track key performance indicators for quality. Managed division customer complaint system, customer satisfaction surveys, and worked directly with clients on complaints and issues. Implemented and managed the Divisional Quality System across 40+ locations internationally. Developed internal Train the Trainer certification program and trained over 100 trainers.

- **Led the process improvement initiative in Taunton** in 2010. Analyzed and improved the existing 9-step process to a 6-step process. Ensured proper communication of the change, training of all effected staff on new responsibilities, implementation of new IT Tools to manage the process, and outsourcing of part of process to lower cost platform. Resulted in improved cycle time and reduced cost.
- **Led client improvement initiatives** at the request of Account Management VPs, which led to increased client satisfaction, stronger client relationships, and maintained/improved, market share.
- **Implemented division wide monthly Key Performance Indicators** process which required tracking and reporting metrics across all locations for Turnaround Time (cycle time), accuracy of reports (compliance to client, program, and quality requirements), and customer complaints.
- **Implemented a client outreach program** that reduced on-hold percentage 97% for the clients in the program resulting in an overall reduction of on hold from over 15% to less than 5%.
- **Led the management of Client Program documents project** Led the cleanup, standardization and conversion of Client Program documents (over 18,000) from standalone Word documents into a database by managing several cross-functional teams. Effectively managed the change by interacting with the appropriate stakeholders regarding the change including directly working with each effected client to gain their approval before implementing their change.
- **Led the implementation and maintenance of new Document Control system and Change Management process** for operational and client documents (over 30,000 documents). Split client and internal access to ensure security for client information. Developed software functionality, file structure, and naming system. Developed training and ensured all locations were trained and using system effectively.

PROFESSIONAL EXPERIENCE (CONTINUED)

Quality Assurance and Facilities Manager, Buffalo Location (1999 - 2001)

Through a direct staff of 2 quality engineers and 2 facilities staff managed the quality and facilities functions for the location. Developed and maintained capital and expense budgets of up to \$1,500,000.

- **Authored/implemented the Buffalo Quality System** and achieved accreditation on first audit with no deficiencies. This was the only time in the accreditation body's history that this has happened.
- **Led the process improvement initiative** across all operational departments; redesigned processes which improved turnaround time, decreased errors per report, and improved client satisfaction.

New Building Project Manager, Buffalo (1998 - 1999)

Served as Project Manager for selection, design, development, build out, and move to a 53,000 square foot building. Served as primary liaison with contractors, architect, and public authorities to ensure compliance to design, safety, and regulatory requirements. Worked with all employees to manage the change so all employees were trained and knowledgeable of the new building layout, systems, and workflow before arriving.

- **Completed project on time** with a savings of over \$300,000.
- **Coordinated move over long weekend** with all labs up and functioning at start of business the following week with no disruption to clients.

Environmental Laboratories Manager, Buffalo (1986 - 1998)

Supervisor and Analyst Gas Chromatography Laboratory, Buffalo (1985 - 1986)

EDUCATION

SIX SIGMA

Black Belt of Six Sigma Methodology, 2006
Green Belt of Six Sigma Methodology, 2004

CANISIUS COLLEGE

Bachelor of Science - Biochemistry, 1984

STATE UNIVERSITY OF NEW YORK AT BUFFALO

Master of Business Administration, 1993

CERTIFICATIONS

Certified Six Sigma Black Belt, American Society for Quality

Certified Quality Manager, American Society for Quality

Certified Quality Auditor, American Society for Quality

PROFESSIONAL AFFILIATIONS

American Society for Quality
 International Society for Performance Improvement

American Society for Training and Development
 American Council of Independent Laboratories