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EXECUTIVE PROFILE

Quality Manager / Business Planner-Project Manager

Energetic, results-oriented executive-level manager highly experienced in Quality Management and Business Planning-Project Management for a major Tier I automotive driveline system supplier. As multi-plant Quality Manager, led and motivated quality, manufacturing, and engineering team to achieve major improvements in quality to six sigma level with the customer and a focus on innovative quality system initiatives. As Business Planner-Project Manager, led management team consisting of manufacturing engineers, supervisors, coordinators, and department heads to meet new product program launch milestones on time and within budget. Possess excellent leadership, communication, organizational, and planning skills. Diverse background includes experience in manufacturing supervision, lean manufacturing, Industrial engineering methods and facilities planning, ISO9001, QS9000 and TS16949 Quality Management Systems. Highly flexible and adaptable in applying skills and knowledge in many manufacturing and service related industries.

COMPETENCIES

Lean Six-Sigma Manufacturing Methods, ISO9001 and TS16949 Quality Management Systems, GM Quality System Basics, Customer Fast Response, Layered Process Audits, Control of Non-conforming material, Standard Work and Training, Error Proofing, Product Traceability, Process Failure Mode and Effects Analysis (PFMEA), Shainin Problem Solving, Production Part Approval Process (PPAP), Advanced Product Quality Planning (APQP), Effective Problem Solving Action Plan Leader with Cross-functional Teams, Cost-of-Quality Cost Reduction, Project Management.

KEY ACCOMPLISHMENTS

Quality Manager 2001-2009 American Axle & Manufacturing, Inc.

- Led quality and manufacturing teams at AAM Buffalo axle plant and three AAM Colfor plants to achieve major reduction in customer complaints and parts per million defects each year to six sigma level, receiving General Motors "People Make Quality Happen" award for Buffalo plant.
- Improved General Motors Powertrain quality system audit score from 66% in 2007 to 98% in 2009, receiving GM Supplier Quality customer recognition.
- Instrumental in securing new business with a major agricultural company, after successfully passing a key critical in-plant customer quality systems audit.
- Featured speaker at major bearing customer annual International Supplier Conference for most-improved supplier in quality from 2007 to 2008. Talk focused on embracing quality system tools.
- Achieved zero defect launch on new axle assembly for a major motorcycle manufacturer.
- Led and successfully managed every semi-annual ISO9001/TS16949 third party Quality Management System audit for eight straight years at AAM Buffalo plant and three Colfor plants (16 consecutive audits).

Business Planner-Project Manager 1994-2001 American Axle & Manufacturing, Inc.

- Successfully managed all new product program launch projects, including a major \$30M rear axle and \$16M steering system program for General Motors.
- Led critical program launch progress gate reviews with customers from prototype and pilot phases through volume production launch.
- Secured funding approval for key plant project appropriation requests after successful business case presentations at corporate committee reviews.
- Recognized with company's high achiever award at corporate awards ceremony.

PROFESSIONAL EXPERIENCE

Colfor Mfg. (an AAM company) Minerva, Ohio 2007-2009 Quality Manager (General Manager Staff)

Managed Quality team at three auto transmission component plants in Minerva, Malvern, and Salem, Ohio

- Main Customers included General Motors, Chrysler, Harley-Davidson, John Deere, Timken, and Magna in the U.S., Mexico, and France

American Axle & Mfg. Buffalo, New York 2001-2007 Quality Manager (Plant Manager Staff)

Managed Quality team at Buffalo Gear & Axle plant in Buffalo, New York

- Main customers included several General Motors vehicle assembly plants in the U.S., Mexico, and Canada

Quality Manager Responsibilities:

- Directed the activities of plant quality managers, quality engineers, supervisors, and coordinators at each facility to support manufacturing in striving toward zero defect quality.
- Facilitated cross-functional team action register review meetings to solve customer quality issues with root cause analysis and prevent-detect corrective action measures.
- Interfaced with customer Quality Managers and Supplier Quality Engineers on quality issues.
- Visited customer assembly plants to present corrective actions to quality complaints
- Implemented six sigma quality systems improvement tools such as customer fast response, error proofing, Process Failure Mode and Effects Analysis (PFMEA) risk reduction, and layered process audit system.
- Tracked plant quality performance metrics and customer scorecards.
- Assigned Shainin problem solving projects to quality supervisors and engineers and managed progress.
- Prepared plant for all ISO9001/TS16949 Quality Standard third party semi-annual audits.
- Controlled Cost of Quality categories of scrap, rework/repair, internal containment, internal inspection, external containment, quality department costs,

American Axle & Mfg. Buffalo, NY 1994-2001 Business Planner-Project Manager (Plant Manager Staff)

Responsible for all plant Business Planning and Project Management activities.

- Managed Advanced Product Quality Planning (APQP) activity, leading and coordinating Corp. Sales, Engineering, Planning, Purchasing, and all plant departments to achieve program goals.
- Planned, organized, and conducted product launch planning status meetings, communicating critical customer requirement information and planning status to plant departments and at Corporate Reviews.
- Tracked procurement and approval of new purchased parts, equipment, tooling, gauging.
- Tracked product programs utilizing Microsoft Project Management software.
- Utilized action plan register process to clearly define tasks, responsibility, and target completion.
- Managed and tracked 5-year Capital Spending Plan to ensure project activity within budget.
- Managed cost estimating group, determining investment requirements for new programs.
- Prepared and reviewed funding appropriations at Corporate Committee meetings for approval.

EDUCATION and PROFESSIONAL DEVELOPMENT

Master of Science, Industrial Engineering – State Univ. of New York at Buffalo

Bachelor of Science, Mechanical Engineering – General Motors Institute (Kettering University)

Process Failure Mode and Effects Analysis and Advanced Product Quality Planning – American Society for Quality

Lean Manufacturing System Training – American Axle Detroit, MI

Shainin Problem Solving for Manager's – American Axle Detroit, MI

Statistical Quality Control Methods – State University of New York at Buffalo (Graduate level course)

Dale Carnegie Leadership and Personal Development – Buffalo, NY

Member ASQ – American Society for Quality, Buffalo, NY