

## WALLACE J. KENSY

<http://www.linkedin.com/in/wallykensy>

130 Walter Drive  
Tonawanda, New York 14150

Phone: (716) 694-0147  
[WJJK130@yahoo.com](mailto:WJJK130@yahoo.com)

### **PROFILE:**

Quality Engineer proficient as a Continuous Improvement Leader with proven results through use of Kaizen, Six Sigma, Lean, & TQM principles. Highly effective in the organization and direction of cross-functional teams that produce product improvements and cost reductions. Responsible for supplying Quality Products to Fortune 500 companies such as Ford & Honda.

- Implemented and managed “Dings and Dents Scrap Reduction”, a company wide Kaizen project for a major automotive customer **resulting in \$250,000 savings.**
- Leader of company Scrap Elimination Team **with annual improvements of 10%.**
- Investigated and implemented process changes to resolve major customer complaints, **resulting in a 0% recurrence rate.**
- Certified Six Sigma Black Belt through John Lupienski Senior Master Black Belt Applications & Training.
- Created and conducted quarterly Upper Management Review Meetings resulting in effective communication of improvement efforts.

### **EXPERIENCE:**

McGard LLC, Orchard Park, NY

2004 - 2009

*Manufacturer of High Quality Security Products.*

#### **Quality Engineer**

Led cross-functional team efforts to eliminate scrap and improve product output. Created data collection systems and effectively communicated all improvements through easy to read reports. Conducted departmental audits per ISO/TS 16949:2002 and ISO 9001:2000. Trained employees on problem-solving techniques. Responded to customer needs as related to product quality.

#### ***Selected Accomplishments:***

- Presented “Dings & Dents Scrap” Kaizen program, as a featured speaker, at the American Society for Quality’s 1<sup>st</sup> annual conference in 2008 that was highlighted in a Buffalo News article headlined, “Collins sees Six Sigma program as key to growth in Erie County”.
- Prepared / presented detailed quarterly reports on scrap reduction progress to senior management, satisfying ISO 9001:2000 & TS 16949:2002 requirements for Continuous Improvement.
- Achieved a **10% PPM reduction** by focusing on two problematic situations each year. **This resulted in savings of \$100,000 + annually.**
- Reduced product defects by **75%** resulting in a continual strengthening of supplier & customer relationships. Tracked data, raised awareness & implemented mechanical improvements.
- **Sustained a 98% customer satisfaction rating** with quality parts delivered on time, as member of internal auditing team that maintained strict use of Level 3 work instructions.
- Trained shop-floor staff to integrate with all other staff that successfully enabled Continuous Improvement Processes. Utilized problem solving tools such as: Story Boarding, Fishbone Diagrams, 5S Concepts, and Process Flow Diagrams.
- Implemented Lean concepts in Special Products Division, resulting in a 4-person continuous flow line **that produced 2,000-units/per week (a 50% production increase)** and met all customer requirements.
- Developed effective shop floor / office staff cross training and job swapping program that fostered increasing employee contributions in areas of process improvement, higher productivity and cost reduction.

## WALLACE J. KENSY

<http://www.linkedin.com/in/wallykensy>

[WJJK130@yahoo.com](mailto:WJJK130@yahoo.com)

---

### **EXPERIENCE (cont'd)**

FEDCO Automotive, Buffalo, NY

1992 – 2003

*Manufacturer of copper/brass and aluminum heater cores for the OEM and aftermarket.*

#### **Quality/Process Engineer (1995 - 2003)**

Administered reports depicting monthly productivity and quality results in copper and brass divisions. Responded to customer concerns including on-site visitations. Assisted production personnel with an emphasis on loss and cost of quality.

- Assisted QA Manager with ISO-9001 certification process.
- Prepared Level 3 Manual for shop floor instructions.
- Served as engineering representative at national and regional trade shows.
- Provided supervisory support in shipping, production, quality assurance, and scheduling.

#### **Total Quality Management Facilitator (1992 - 1995)**

- Led cross-functional teams in continuous improvement process.
- Directed team objectives centered on working toward and achieving measured results in the areas of cost reduction, quality improvement, productivity, and customer satisfaction.
- Catalyst for instilling TQM culture and development of new team leaders.
- Developed and implemented award program for hourly employees who excelled in productivity and quality initiatives.
- Designed and implemented FEDCO's TQM program to companies in Western New York.

### **EDUCATION:**

Buffalo State College, Buffalo, NY

**BS Industrial Technology**

### **PROFESSIONAL DEVELOPMENT:**

Kaizen Training, Toyota Motors, Chicago, ILL

**Kaizen Principles, 2007**

Six Sigma Applications and Training, ASQ Buffalo, NY

**Black Belt Trained, 2005**

Western New York Technology Development Center, Buffalo, NY

**Lean Manufacturing, 2002**

Dale Carnegie Institute, Buffalo, NY

**Public Speaking, 1997**

Ernst & Young, Buffalo

**TQM Principles 1995**

### **AFFILIATIONS:**

American Society for Quality

**Member, 1992 – Present**

United Way of Buffalo and Erie County

**Loaned Executive Volunteer**