



Professional Resume

Doug M.

Summary of Qualifications

Mr. M. has more than 30 years of experience providing front-line and executive-level leadership and over 20 years and many thousands of hours in the development and implementation of Lean/Quality processes and consulting services. His strengths are assessing improvement opportunities, designing and implementing systems for their realization, designing new processes to eliminate waste, improving quality in all types of business processes, and the design and delivery of training. Mr. M. is equally comfortable with front line and senior management and an accomplished facilitator.

Areas of Expertise

- Lean Manufacturing – Automotive Manufacturing and Office Processes
- Advanced Quality systems – Ford Quality Operating Systems, 8D, and Statistical Process Controls
- Instructional Design
- Business Process Re-engineering
- Manufacturing/Operations Strategy

Professional Experience

- Conducting and developing training in operational excellence for distinguished businesses and institutions including United Association, The Bing Group, Johnson Controls, Engineered Plastic Products, WorldCom, Yazaki, Ford Motor Company, Washtenaw Community College, Wayne County Community College, Michigan State University, Western Michigan University, Eastern Michigan University, Henry Ford Community College and Customized Training and Development Inc.
- Visteon - Lead a team that identified, coordinated, scheduled and facilitated continuous improvement events. These events utilized value stream mapping, kaizen activities and lean manufacturing techniques, identifying \$28-plus million in savings.
- Area Quality Supervisor, Visteon - Developed and supervised implementation of QS-9000 required systems. Developed and delivered work team Quality representative training, which included "Train-the-Trainer" for the other four areas of the plant. Mr. M. also performed numerous plant wide internal QS-9000 audits, both as a certified team member and as a lead auditor.
- Plant Training Manager, Ford Motor Company - Developed a needs assessment basis for the deployment of training resources (four million dollar annual budget). This resulted in individual training plans becoming a product of the employee development and performance review process.
- Employee Involvement/Work team Coordinator, Ford Motor Company – Coordinated the transformation of the Employee Involvement Program into a business process focused on performance improvement beginning at the operator level. The organizational design, which drove this transformation also, facilitated the transition to work team-based manufacturing. Co-authored Leadership Training Manual.

Education

- Lean Technology Specialist, University of Kentucky, Lexington, Kentucky, 2000
- Participant Based Trainer, Pike Institute, Minneapolis, Minnesota, 1999
- Quality Systems Auditor, SAM Group, Stat-A-Matrix, Edison, New Jersey, 1995
- Flawless Consulting Training, Peter Block Associates, Princeton, New Jersey, 1987
- Bachelor of Science in Management, Davenport University, Dearborn MI, 1977

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