

John Breckline

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OBJECTIVE: Part time consulting position to assist a business unit in the use of process improvement methods and tools to provide products and services better, faster and cheaper.

QUALIFICATIONS: Performance Excellence Professional with over 30 years' experience in contemporary Quality disciplines. Working experience of all the quality, Six Sigma, and lean buzzwords and meaningful application of them.

CAREER EXPERIENCE:

QUALITY MANAGEMENT / BALDRIGE PERFORMANCE

- Led organization in preparation for ISO-9001; wrote Quality Manual and key documentation that obtained initial ISO-9001 registration thus qualified as vendor to new customers and new revenue streams
- Conducted formal Quality System assessments / consultation at Motorola facilities that led to the exchange of best practices and improved overall performance at multiple facilities
- Promoted Quality Professionalism through ASQ training & certifications that yielded quality staff attainment of nine new ASQ certifications in single year and staff self-initiated Six Sigma training
- Established business metrics for Customer Quality / Delivery and QA function productivity that yielded improved total business awareness of management & employees; improved on-time delivery
- Created and led "Fun in the Work-place" and Team Recognition events that broke traditional departmental silos of activity and improved employee morale

SIX SIGMA / CONTINUOUS IMPROVEMENT / MASTER BLACK BELT

- Nokia: Development of Six Sigma Strategies and Component Qualification processes for Global Sourcing that reduced first article approval cycle time and creating a tooling qualification process that became Nokia global practice
- Nokia: Developed curriculum; establishing training and coaching methods for Green Belts & Champions; developed and implemented Six Sigma management infrastructure and program metrics; created multiple Excel and PowerPoint templates for Six Sigma project use and management reporting consistency... projects involved in manufacturing, inventory management, reverse logistics, financial processes
 - Improved project success rates from 30% to 85%; high engagement of Champions in active project management and management team in project and Six Sigma process reviews; coached >50 Six Sigma Green/Black Belts through projects valued at >\$15 annualized, qualified 7 projects in Top 12 in annual Nokia Quality Awards, with 3 as finalists for 3 consecutive years
- Nokia: Coached executives of business in Six Sigma philosophy and tools that obtained confidence in Six Sigma value and empowerment as an employee engagement model
- AT&T: Mentor/coach Black Belts, Champions and senior management in portfolio management and to successful project completion for high business impact
 - AT&T operations: call center, sales processes, customer retention, collections, dispatching processes, customer service, customer satisfaction (customer-oriented processes), cycle time reduction, product reverse logistics, field services, inventory management, service availability, construction engineering & field work, work handoffs, new site build cycle time
 - Results: improved customer satisfaction, cycle time reduction, processing time reductions, and cost reductions with individual projects valued at \$3.8M annualized average and median value of \$1.9M.
- Collectively, utilized DMAIC, DMADV and lean methods and certified >15 Green and >16 Black Belts
- Team development of Six Sigma training and consulting model created Six Sigma consulting capability for Stat-A-Matrix to expand market offerings/revenue; named Six Sigma Grand Master / Master Black Belt

SUPPLY QUALITY MANAGEMENT

- Trained and coached Sourcing Professionals and Product Development Engineers in the use of Component Quality Management to improved production quality performance in various commodities
- Developed and implemented modern, statistically based, value-added inspection system to reduce customer reported errors and to reduce overtime in meeting unpredictable order surges
- Developed new first article part qualification methods, deployed to key suppliers, taught organization and suppliers statistical methods, and implemented GR&R & SPC methods that improved key commodity part qualification “initial pass rate” from 20% to 90% and improved New Product Development cycle times; improved critical part qualification cycle time from 15 days to 3 days
- Developed 10-Point Supplier Certification system to improve responsible commodities at >50% per year
- Created and deployed 23 methods and tools for Incoming Quality productivity, quality and cycle time improvements: unique skip-lot system, supplier first-article correlation, inspection documentation, IT integration, inspection instructions; rapid production feedback system.
 - These processes earned Best-in-Class ratings from major customer and from corporate assessment, achieved two-year 96% quality improvement of product delivered to production, achieved two-year 91% cycle time reduction (receipt to available for production), and reduced required staffing by 57% without degradation of performance

PROBLEM SOLVING DISCIPLINES

- Facilitated transactional process improvement of distribution system business that improved overall operational work flow; improved employee morale
- Facilitator / Instructor at Creative Problem Solving Institute for first-time participant program provided satisfied participants who became proficient in problem solving model and repeat customers
- Coached Total Customer Satisfaction teams in problem solving tools and presentation methods that qualified several teams as division and corporate finalists over multiple years
- Adapted and deployed Ford 8D Corrective Action methods, created focused problem analysis methods, and created layered commodity reporting and prioritization methods that obtained two-year 84% improvement rate in purchased component quality

CAREER EXPERIENCE:

CAFUSA – Passenger Rail Car Manufacturing 2015 – 2016, Elmira, New York

ISO Registration Project Manager – Contract Position

Mentor Senior Staff, element owners, and quality staff in preparing for their first ISO Certification

AT&T – SW and West Operations 2007 – 2012, Dallas, Texas

Project Master Black Belt, Southwest and West Regions (8 states) – Contract Position

Mentor Black Belts & manage project portfolio in wide range of AT&T operations

Nokia, Americas Region 2000 – 2007, Ft Worth / Irving, Texas

Continuous Improvement / Six Sigma Manager / Master Black Belt

Developed & deployed of Six Sigma methods to Sourcing & Logistics Group and Internet Security Operations

TranSpec Fasteners 1999 – 2000, Ft. Worth, Texas

Director of Six Sigma

Strategic and Operational quality leadership for distribution business.

Key Quality Consulting 1999 – 2000, Ft. Worth, Texas

Principal Consultant

Independent consultant to strategic quality development and Six Sigma implementation.

Motorola, Inc.

Quality Systems Manager / Change Agent 1996-1999 Paging Systems, Ft. Worth, Texas

Direct and develop organization’s Quality Systems and long-term continuous improvement processes

Supplier Quality Manager / Team Facilitator 1993-1996 Commercial Lighting Chicago, Illinois

Created systems to drive continuous quality improvement of purchased parts, all commodities.

Supplier Quality Engineer / Supervisor 1987-1993 Automotive Electronics, Buffalo, New York

Improved supplier performance / developed and deployed new Incoming Quality Services group.

PROFESSIONAL ORGANIZATION INVOLVEMENT:

American Society for Quality, Fellow Member

Leadership: (20 years) Chapter Officer / Education Chair, Conference Leader, Certification Instructor, Speaker

Awards: Total Quality 13 consecutive years, Gold Excellence 9 consecutive years, practices benchmarked

EDUCATION AND TRAINING:

- BS Quality Management, 1991: State University of New York, Empire State College
- ASQ Certifications: Manager Quality/Organizational Excellence, Six Sigma Black Belt, Quality Engineer, Reliability Engineer, Quality Auditor, Software Quality Engineer. Supplier Quality Professional
- Six Sigma Master Black Belt Certification: Stat-A-Matrix 2000, Nokia 2002, AIT Group Lean 2003
- Creative Problem Solving Institute: Team Facilitation in creativity processes and techniques
- Other: Lean/Cycle-Time Reduction; DFSS/DMADV; QS9000 Lead Auditor; Performance Consulting
- US Navy – Top Secret Clearance