

TELFORD LOCKLEAR, MS LSSBB

Winston Salem, NC 252-916-5808 locklear@twc.com

www.linkedin.com/in/telfordlocklear

SUMMARY

Degreed Quality Management Professional, with extensive analytical and quality background. Professional credentials include Lean Six Sigma Black Belt certification and a Master's degree in Quality Management. My quality focus has been demonstrated through a 20+ year career in the plastics, pharmaceuticals and medical device industries. Additional skills include:

- Design of Experiments
- Project Management
- Statistical Treatment of Data
- Quality Systems, Planning and Lean Enterprise
- CAPA Team Facilitation
- Technical Report Writing/Review
- Laboratory Data Review
- Specification Setting
- Team Leadership/Supervisory Skills
- Root Cause Analysis/CAPA

EXPERIENCE

CHARTER MEDICAL, LTD, Winston-Salem, NC **Quality Assurance Engineer**

2017-2019

Provided quality engineering support for development and manufacture of medical devices

- Led CAPA teams in root cause analysis and problems solving.
- Interacted with manufacturing engineers, quality engineers, and production supervisors to determine root cause, corrective and preventive actions, and steps to eliminate problem reoccurrence.
- Reduced review cycle for validation documents (IQ, OQ, PQ, TMV, and FAT) from two weeks to three days.
- Developed sampling plans for validation activities and routine inspections.
- Led root cause problem solving teams to resolve customer complaints; implemented improved assembly procedures to eliminate potential for complaints.
- Assisted complaint coordinator in complaint backlog reduction.
- Led and participated in internal audit teams.
- Standardized part inspection techniques to improve operator consistency.
- Provided statistical analysis support to Engineering and Quality as Minitab SME.
- Worked with suppliers on quality issues, CAPA and complaint investigations.
- Led teams in gemba walks to identify areas of waste and provide feedback to area managers

TECHNIMARK, LLC, Asheboro, NC **Quality Engineer**

2014-2017

Performed quality engineering functions in a high-volume plastics injection molding facility

- Acted as CAPA facilitator for the entire Asheboro site (four plants).
- Closed 58 corrective actions in six months as CAPA facilitator.
- Interacted with managers, quality engineers, and quality supervisors to determine root cause, corrective and preventive actions, and steps to eliminate problem reoccurrence.
- Led root cause problem solving teams to resolve customer complaints.
- Implemented new inspection equipment to improve operator inspection throughput.
- Managed customer alerts/complaints to ensure customer satisfaction.
- Reviewed manufacturing floor operations and evaluate failure potential and perform risk assessment (FMEA).
- Performed process capability studies in support of mold commissioning and qualification.

- Design of Experiments
- Project Management
- Statistical Treatment of Data
- Quality Systems, Planning and Lean Enterprise
- CAPA Team Facilitation
- Technical Report Writing/Review
- Laboratory Data Review
- Specification Setting
- Team Leadership/Supervisory Skills
- Root Cause Analysis/CAPA

EXPERIENCE

HASTINGS FORD, INC. Greenville, NC

2012-2013

Lean Six Sigma Black Belt Intern

- Lean Six Sigma Black Belt Project, in conjunction with East Carolina University
- Used Lean and Six Sigma tools to improve technician productivity and repair order process
- Developed cost of poor quality estimates for repair order process

Adoption of recommended improvements led to > \$100,000 in annual revenue increases

METRICS, INC., Greenville, NC

1999-2012

Group Leader

Directed all aspects of analytical development support for a contract pharmaceutical laboratory

- Supervised a group of chemists performing analytical method development, validation, transfers, as well as routine release and stability testing for API and drug product projects.
- Oversaw annual revenue of up to \$3.1M for selected pharmaceutical clients.

EDUCATION

Master of Science in Technology Systems, Quality Systems Concentration

East Carolina University, Greenville, NC

Bachelor of Science in Chemistry

University of North Carolina at Pembroke, Pembroke, NC

Relevant Certification and Training

Experimental Design for Quality and Productivity in Research and Development

Statistical Management of Laboratory Data

Tenth Annual Six Sigma Forum, North Carolina State University

IEE Engineering Lean and Six Sigma Conference 2013, Atlanta Georgia

ASQ World Conference on Quality and Improvement, Fort Worth Texas

PUBLICATIONS AND PRESENTATIONS

Lean Six Sigma Approaches to Improve Automobile Technician Productivity

IIE Engineering Lean & Six Sigma Conference, Atlanta, Georgia 2013