

JOHN R. COUILLARD

(336) 655-7439 Couillard79@gmail.com
<http://www.linkedin.com/pub/john-couillard>

SUMMARY

Versatile **Quality Engineer** (QE) experienced in auditing suppliers and solving suppliers' manufacturing problems at the supplier site and on-site at the Original Equipment Manufacturer (OEM). Special depth in:

- Organizational initiative
- New product introductions
- Cost savings initiatives
- Supplier Quality Development
- Cross Atlantic initiative

EXPERIENCE

REBB INDUSTRIES, Yadkinville, NC

2019-2020

Interim Quality Manager

- Worked in CNCS department as a quality inspector inspecting in-process production parts
And used the following equipment: calipers, micrometers, ring thread gages, cylindrical plug gages, optical comparator, and height gage.
- Worked with 1st inspector to gain familiarity with the variety of work in the rest of the plant and learned inspection techniques.
- Learned to use and program the automatic visual inspection machine (Keyence).
- Used the Profilometer (surface finish requirements).
- Prepared 1st article (AS9102) reports for B/E Aerospace.
- Conducted internal audits for ISO-9001 certification readiness.

COLLINS AEROSPACE, Winston-Salem, NC

2013-2019

Acceptance Test Quality Engineer

2016-2019

- Developed ATP's for MCS and PCS which required in-flight entertainment (IFE) testing.
- Supported thirteen production lines' test equipment (Astronics, Panasonic, Thales, and Zodiac), cables, and test configuration files (software) to assure conforming seats were shipped to the customer (Airbus, Boeing, and Bombardier).
- Provided operator training on how to perform grounding and bonding testing from the main static to various ground studs for a value of less than 1 milliohm and less than 30 milliohms per the grounding and bonding specification for the aircraft seat (developed by electrical certification engineering).
- Coordinated all the cables and harnesses into four cabinets by performing an inventory analysis creating an MS Excel spreadsheet. The end result was better organization to support thirteen production lines (eight in Main Cabin Seating (MCS) and five in Premium Cabin Seating (PCS)).

Supplier Quality Engineer

2013-2016

- Performed audits on fourteen suppliers in 2013 and thirteen suppliers in 2014.
- Provided KPI's, predicted monthly return rate (defects parts per million), root cause analysis and corrective action for components used in MCS and PCS for the Director of Quality and OPEX on a monthly basis. The defects parts per million goal was <4,000 per supplier.
- Participated in daily on-line production Material Review Board (MRB) meeting dispositioning parts for inventory control and to assign liability.
- Documented product defects/initiated corrective actions towards suppliers which caused line shutdowns.

336-655-7439

Couillard79@gmail.com

- Supported Quality Engineering Receiving Supervisor by reviewing First Article Inspection reports for the West Point facility.
- Supported Quality Engineer's (QE's) in MCS and PCS by initiating stock purges needed to support production.
- Performed a fit check on the Parallel Diamond line for a Triumph plastic part with a wall thickness of .093 to support the Qatar program.
- Successfully trained a new Supplier Quality Engineer to conduct Quality Management System (QMS) audits per AS-9100 which resulted in a fully competent SQE.
- Conducted a source inspection at B/E Marysville facility for front row furniture built for the Qatar program. Coordinated supplier development for low, medium and high limit brushed finish samples with an Asian supplier during supplier week. Shared samples with my Seating Products Group (SPG) counterparts in Kilkeel, Northern Ireland.

SONY MOBILE COMMUNICATIONS, Atlanta, GA

2000-2013

Senior Project Manager – Quality

2010-2013

- Performed trend analysis, predicted monthly return rate, root cause analysis and corrective action of components used in mobile phones.
- Reported information to both internal and external customers on an ongoing and continual basis.
- Developed methods for reducing product defects.
- Provided predicted waterfall analysis for return rate to the customer on an annual basis.

Lead Supplier Quality Engineer/Component Engineer

2000-2010

- Mentored a team of three foreign Supplier Quality Engineers by solving problems in the factory related to ASIC's and required suppliers issue 8D reports and corrective actions as a result of factory or field failures.
- Developed specifying documents for development engineers' use in mobile phones.
- Submitted a process patent resulting in reduced component approval cycle time.
- Assisted in the development of Sony Ericsson Mobile Communications' Quality Requirements for Integrated Circuits specification which improved efficiency to internal/external customers which resulted in a finalized Supplier Handbook which was used by suppliers during the Request for Proposal (RFP) process and for supplier day which was held on an annual basis.

MCMS, Durham, NC

1999-2000

Component Engineer

- Solved daily issues on the manufacturing floor related to electronic, electrical and electromechanical components.
- Saved a customer order by finding an integrated circuit from a local distributor which resulted in keeping the manufacturing lines running by fulfilling customer orders.
- Trained product engineers and incoming inspectors to operate a Data I/O (3900/3980) programmer for memory products.

EDUCATION

Master of Arts in Executive Leadership, Liberty University, Lynchburg, VA

Bachelor of Science in Electrical Engineering Technology, Northeastern University, Boston, MA

CERTIFICATION

- **Six Sigma Green Belt**, North Carolina State University, Raleigh, NC