

**P A M E L A J . S L I N G S B Y**  
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## E D U C A T I O N

Bachelor of Science, United States Military Academy, West Point, New York

## E X P E R I E N C E

Quality Systems Leadership, LLC, Nottingham, NH April 2008 - Present

**President, Owner**

- Provide Quality Management System and Quality Engineering support in collaboration with the client organizations.
- Established quality standards within departments at client locations, communicating the philosophy to key individuals in order to drive the development of a quality culture.
- Promote compliance with ISO standards, ISO 9001, ISO 14001, ISO 13485, AS9100 and expectations and keep alignment with progressive developments in the quality management field.

Medtronic CardioVascular, Danvers, MA 2006- May 2008

**Supplier Quality Assurance Manager**

- Developed the Medical Device Supplier Quality group at Danvers and provided tactical and strategic and direction for all Supplier Quality Assurance processes in collaboration with the Supply Chain and Operations organizations.
- Ensured compliance with regulatory agency expectations and keep alignment with progressive developments in the field of supplier management.
- Managed the Supplier Quality Management process within the Supply Chain Management system for all purchased components, contract manufacturing, OEM products, and related cGMP services
- Established quality standards within the department and at supplier locations, communicating the philosophy to key individuals in order to drive the development of a supplier quality culture.
- Improved efficiencies within the Incoming Inspection and Returned Goods departments.
- Develop consistent supplier interfaces in the areas of selection, audit, change management, supplier agreements and ongoing quality performance.
- Ensure Supplier selection and approval processes are aligned with product development programs and are executed in line with Product Development Program requirements.
- Methodical analysis, corrective and preventive action, management and closure of customer concerns and returns by applying TQM, 8D, Six Sigma and Lean manufacturing methodologies and tools via cross-functional engineering and contract manufacturer teams.
- Provided outstanding leadership and expertise. Successfully met management objectives and budget responsibilities.
- Drove RAB ISO 13485 Lead Auditor training and auditing program for Supplier Quality, Supply Chain and Auditing group.
- Managed CardioVascular Supplier Quality Management Council driving achievement of site and CardioVascular Goals and Objectives
- Represented CardioVascular Division at Corporate Council for policy development and deployment.
- Excellent aptitude on various software packages including Microsoft Project, Word, Excel, Access, PowerPoint and Outlook.

Mercury Computer Systems, Chelmsford, MA 2003-2005

**Senior Manager Operations Quality and Service Support**

- Conceived, developed and oversaw skills and documentation for high tech Customer Support, Production, Repair and Quality groups while maintaining ISO 9001 certification.
- Managed the SW Engineering Customer Support Team and Returned Goods Team while ensuring focus maintained on Operations Quality.

- Key Quality interface between the operations personnel and customer contacts for defense, medical and semiconductor products.
- Designed, developed and executed a comprehensive Corrective Action/Preventive (CA/PA) database which addressed internal, supplier and customer Corrective Action Reports and metrics.
- Methodical analysis, management and closure of high tech customer concerns and returns by applying TQM, 8D, Six Sigma and Lean manufacturing methodologies and tools.
- Created and presented CA/PA, Cost of Quality, Failure Modes Effects and Analysis training for multiple groups..
- Promoted the development of the first guideline for CE/UL approval to ensure streamlined, efficient approvals.
- Enhanced supplier auditing and new product introduction techniques.
- Designed, developed and implemented an innovative Continuous Improvement Program and Continuous Improvement Strategic Plan.
- Provided outstanding leadership and expertise. Successfully met management objectives and budget responsibilities.
- Excellent aptitude on various software packages including Microsoft Project, Word, Excel, Access, PowerPoint and Outlook.

Forsheda Polymer Sealing Solutions, Somersworth, NH

2003

#### **Quality Manager**

- Successfully met objectives ensuring compliance with QS9000, ISO 14001, and AS9100, developing quality standards as required.
- Directed ISO 14001 EMS certification and revised Program Management model to facilitate product development and production process. Supported operational 5S program.
- Developed and managed continuous improvement programs, supplier rating and development program, product and quality training programs as well as cost of quality programs.
- Responsible for quality engineering, dimensional, calibration and documentation control activities.
- Key interface between the operations and customer contacts relating to quality.
- Set performance standard with measurables to meet business goals.
- Provided outstanding leadership and expertise. Successfully met management objectives and budget responsibilities.

MOORE North America, Dover, NH

1998-2003

#### **Program Manager and Quality & Service Support Manager**

- Successfully managed two departments and met objectives for over 10,000 electro-mechanical products and assemblies ensuring compliance with ISO 9001.
- Developed and managed continuous improvement programs, supplier rating and development program, product and quality training programs as well as cost of quality programs and service manual maintenance team.
- Created a successful Access database for supplier corrective action and cost recovery, recovering over \$850,000 in two years.
- Managed equipment training and installation programs while providing customer support.
- Upgraded technical support documentation to incorporate historical changes and align documentation with the SAP integration, and design history files.
- Achieved outstanding results through, self-motivation and efficiency in conjunction with excellent team building skills.
- Trained and used Lean Manufacturing and Six Sigma techniques.
- Provided outstanding leadership and expertise. Successfully met management objectives and budget responsibilities.

Textron Automotive, Farmington, NH

1989-1998

#### **Engineering and Quality Manager (1995-1998)**

- Responsible for ensuring that over 1500 products and components are in compliance with PPAP and QS9000 requirements.
- Accountable for seventeen new product launches in 1997-1998.

- Responsible for ensuring that tooling budgets are met on all programs.
- Managed seventy-five quality, laboratory, engineering and technical individuals as well as a compounding facility.
- Successfully maintained QS 9000/ISO 9001 status with reduced manpower.
- Successfully transitioned two facilities into one, which entailed close customer communication and over 50 product approvals.
- Improved customer quality and delivery ratings, received highest customer awards.
- Provided top-notch customer service at assembly plant and customers ensuring that all requirements were met on time and accurately.

**Product Quality Engineer (1992-1995)**

- Responsible for all product and quality related issues, standards and tooling for automotive components from design through production to include injection molded products.
- Initiated and completed major cost reductions.
- Coordinated the use of engineering technicians, quality and dimensional auditors.

**Production Supervisor (1989-1992)**

- Supervised three instrument panel production lines ensuring quality products were produced on schedule.
- Analyzed process statistics resulting in increased productivity and major cost reduction program implementation.
- Supervised thirty employees, equipment and material on the production lines.

FIELD ARTILLERY, United States Army

1983-1988

**Captain**

- Responsible for training, material and technical readiness of six, fifteen-person survey teams as Battalion Reconnaissance and Survey Officer.
- Planned, developed and directed administrative activities within a nuclear capable missile battalion as Battalion Adjutant.
- Achieved highest productivity and performance ratings for two years.

**PROFESSIONAL ASSOCIATIONS**

American Society for Quality, Senior Member  
West Point Society of New England, Board of Governors

**CERTIFICATIONS**

Certified Quality Engineer  
RAB Accredited QS9000 Lead Auditor Course  
RAB/QSA Accredited ISO 13485 Lead Auditor Course  
AAMI FDA 21CFR 820 Quality System Regulation Course and Certification