



## Steven F. Bergeron

Steve has more than 20 years of experience as a Quality Executive creating and deploying companywide and/or business unit strategic quality plans; managing the daily operations of large, small and globally deployed quality organizations; and, at inspiring organization improvements using such techniques as Lean, Six Sigma, Statistical Methods and Policy Deployment. He has a proven track record of working with other departments around the globe to achieve company goals. Examples of some of his key accomplishments include:

- Leading efforts to quickly improve product quality to < 200 DPPM across multiple companies using a variety of Lean, Six Sigma and Statistical Methods.
- Establishing, tracking and reporting Quality Key Performance Indicators (KPIs); establishing Jump off Points (JOPs); tactfully cause actions plans across plants; and/or, organizations such and Design, Product, Manufacturing Engineering and Strategic Sourcing as the data suggests using Policy Deployment techniques.
- Led joint efforts with Design and Product Engineering where he blended the IQ OQ and PQ terminology and requirements from FDA's Current Good Manufacturing Practices (CGMP) Process Validation protocols with the Advanced Product Quality Planning (APQP) protocols as applied across the company for use within a specific Business Unit.
- Coincident with DPPM reduction, reduced Customer Complaint WIP and rate. Often introducing new and leaned paradigms of complaint management protocols and practices.
- Worked collaboratively with Strategic Sourcing across multiple companies to introduce and deploy quality practices and protocols suitable to improve onboarding, maintenance and performance management of suppliers. For example: Introduced a Production Part Approval Process (PPAP) as the item level qualification process for supplied parts; supplier performance scorecards; and, supplier quality agreements.
- Resolved a multi-million dollar reliability excursion by building customer specific reliability failure rate prediction models. This effort stopped further customer losses and led to resumption of sales with affected customers.
- Achieved and maintained certification to ISO 9001, AS9100C, ISO 14001, TS16949, EASA Part 21 J, EASA Part 145, ASME U & M, NSF 61, OHSAS 18001, EICC; and ISO 22301.
- Deployed, in several companies, *effective* SPC programs by teaching and coaching practitioners on how to use SPC to drive improvements and achieve  $P_{pk}$ 's > 1.33. Steve brings unique insights and diagnostic skills with such techniques as  $n_{eff}$  and Stability Index ( $S_i$ ).

Steve has a variety of skills that helps him achieve these results including: Lean/Six Sigma ... SPC/Maverick/DOE/Statistical Methods ... Kaizen Events...Poka Yoke/5s/Visual Factory/3P ... 8D Problem-Solving ... Supplier Management ... APQP/PPAP ... BOM/Product Life Cycle Management ... Reliability Testing and Prediction...and...Project Management.

Steve has a Masters in Chemistry from the University of California at Santa Barbara and a BS in Chemistry from Georgetown University. He is Graduate of American Electronics Association (AEA) at the Stanford Executive Institute. He is a certified Six Sigma Black from Motorola University, and was appointed as a Malcolm Baldrige Examiner by the US Department of Commerce.