

John (Jay) Watson
2135 e. La Jolla Drive
Tempe, Arizona 85282
(480) 820-0877
jay.watson.tempe@cox.net

Qualification Brief

Results-oriented **Continuous Improvement Leader** with over 30 years experience in Six Sigma and Lean Enterprise skill sets - including a decade managing a successful T.Q.M. consulting practice in Phoenix, Arizona.

- P&L responsibility, cross-divisional strategic project management, industrial engineering, information technology, quality assurance, human resources development, mentoring, and benchmarking experiences.
- Effective training, development, and project management accomplishments.
- Success in facilitating change in a workforce to support organizational operating, financial, production, engineering, and quality objectives.

Areas of Expertise:

Customer relations/ Supplier Development	Quality Policy/ Procedure Development
Team Building/ Staff Training/ Development	Business Systems Implementation
Business Process Improvement	Strategic Planning
Benchmarking	Key Performance Metrics/ Measures
Change Acceleration Process (CAP)	Corporate Communications

Currently working as a business process consultant analyzing existing operations and implementing the strategies, processes, and technologies to improve quality and productivity in-conjunction with corporate objectives and executive leadership staff.

Sample gains/ accomplishments:

With a \$3B manufacturer / service provider - Pumps, Valves, and Mechanical Seals:

Through value stream analysis with natural work team and mistake proofing campaigns, **reduced the number of 'live' checks processed** in payroll by 5%, amounting to fewer lost/ stolen checks/ **recovering of 2 hours a week** in re-work by payroll administrator.

Led 6S ('5S' plus Safety) event in central mailroom at Corporate Headquarters. **Developed self-service supermarket**, kanban visual management systems allowing 400 employees to retrieve office supplies, FedEx shipments and associated business correspondence (mailing services). These **improvements allowed personnel** (3 associates) **to service over a dozen copy centers/ fax machines** within the complex.

Reduced order-entry errors on new job quotations through Service Centers located and coordinated through several locations with US. Reduced order entry errors to virtually zero reducing BOM errors and warranty costs – **worth \$1 million** a year.

John (Jay) Watson

Professional Experience (continued)

Working in a steel foundry, implemented Kanban and Visual Management techniques (inspection criteria for mold spray release). Improved annual On-Time Delivery (OTD) measure - resulting in an increase to 93% (from 86%). Effort over a 6-month period **resulting in \$70,000 productivity gain in reduction of operating costs.**

With a Medium-size Aerospace manufacturer / contract manufacturer:
Reduced set-up times, run times, implement Total Productive Maintenance Program, Standardized Engineering Design criteria, set up cellular manufacturing cell, and certified operators on line. Efforts resulted in an **annual productivity gain of \$86,000.**

With a high-volume semiconductor manufacturer:
Increased on-time deliveries – **worth \$1.2million** to Customer (Honeywell)

With a specialty lending company/ mortgage investment firm:
Lead business process improvement efforts identifying several improvement ideas.

As Master Black Belt (**mentor**), led team leaders through completion for certification:

- Assembly Cycle time reduction – 12 to 6 days, eliminated six non-value added steps, reduced **product non-conformances by 24%** and lead times to customers by 4 weeks.
- Heat treat cycle time reduction – 17 days to 3 days, total **productivity savings \$298,000**
- Defect reduction effort – from 16% to 3.5% with **savings of \$39,000 per annum**

Additional Experience:

- As Manager of Continuous Improvement (Corporate-level) responsible for enterprise-wide Operational Excellence culture around Safer, Better, Faster precepts.
- As Program Quality Manager, transitioned \$20million R&D contract to multi-year production “Buy” contracts. Attained contractual compliance requirements through innovative flow-down system. Program goals attained on time within budget.
- As Quality Manager, led supplier development efforts with Six Sigma/Lean tools.
- As Senior Quality Engineer, devised and implemented simplified Quality Systems audit procedures for Supplier Development, test witnessing and production standards.
- As Master Black Belt, developed new process improvement disciplines/ approaches with operating teams and management-level Champions. (project certifications)