JEANETTE AITKEN

SUMMARY:

- Creative, well organised and self motivated individual with an eye for detail who possesses strong communication, collaborative, literacy and IT skills, together with a strong focus on the delivery of a high quality product and service on schedule.
- Experience across a broad range of industries, including medical devices, manufacturing and telecommunications, with responsibility for driving quality assurance and continuous improvement throughout the value stream utilising data driven problem solving techniques.
- Excellent experience in ISO 9001:2000, ISO 13485:2003, TGA and FDA CFR Part 820 (Quality System Regulations) registration and compliance.
- Strong quality systems, document control, auditing and training experience in a fast paced manufacturing environments and within ISO and cGMP environments.
- Adept at leading teams and process improvement, with strong experience working with marketing, purchasing, design & development, software, supply chain and operation's departments.
- Strong leadership, analytical, technical and problem solving skills, including understanding and application of lean and six sigma tools and techniques.

EDUCATION:

- Master of Engineering Science (Telecommunications) – UNSW
- Diploma in Competitive Manufacturing (Lean) – Swinburne University
- Masters in Sustainability - RMIT
- Diploma in Manufacturing Best Practice – RMIT
- ISO9001:2000 QMS Certified Auditor – SAI Global
- Bachelor of Engineering – Electrical (Hons) - UNSW
- Lean Six Sigma Green Belt – Segla
- PRINCE2 Project Management – Tanner James
- ISO 13485:2003 and 16949:2002 QMS Certified Auditor – RWTUV.

CAREER HISTORY:

Olex (A Nexan's Company) (March 2006 - present)

- €7.5Billion world leader in the cable manufacturing industry supplying markets across the globe and exporting cables to over 20 countries. Main business focus is the supply of technologically advanced cables designed for international energy, construction and industrial applications, employing 21,000 people across 29 countries.

Quality Manager

- Managed a team of 13 reports, including quality engineers, electrical and mechanical testing staff.
- Responsible for the compliance and improvement of all aspects of the quality management system, including regulatory audits, internal audits, document management, customer complaints, corrective actions, internal non conformances and sitewide quality training programs.

- Responsible for the quality control of all products, including electrical and mechanical testing facilities and associated safety programs.

Major Achievements:

- Achieved zero non-conformances during 3rd party and customer audits, resulting in continued licensure of the Quality Management System to ISO9001.
- Championed sustainability efforts throughout the organisation, including setting the strategy, deployment plan and KPIs for deployment of the company's sustainability program.
- Achieved savings of over $180,000 over 12 months through the implementation of lean tools within a machine-focused lean team.
- Achieved $520,000 savings over 12 months through leading a project team to reduce material usage employing six sigma tools.
- Reduced customer complaint closure time from 60 days to less than 20 days via a rigorous training program for sales staff in use of the customer complaint systems together with a daily complaint review process.
- Reduced defects by 20%, and time to closure from 58 days to 4 days through the implementation of morning market principles, and the leadership of focused problem solving teams.
- Led a team of quality professionals across Australian manufacturing sites, introducing standardised quality practices and procedures including remapping the quality manual and aligning the deviation and customer complaints process.
- Reduced waiting time for electrical testing from over 4 hours to 45 minutes through the restructure and multi-skilling of the testing department together with aligning work schedules with the manufacturing schedule resulting in improved internal customer satisfaction and increased product flow.
- Reduced turn around time for mechanical testing from 7 days to 8 hours through the implementation of lean techniques.
- Drove the development and implementation of electronic systems for tracking and disposal of non conformances, logging lab sample requests and quality control records.

Cochlear Ltd (Jan 2005 – March 2006)

- $300M Business specialising in providing implantable hearing solutions for the profoundly deaf.

Quality Engineer

- Responsible for the implementation of the quality assurance system, continuous improvement and product technology initiatives within the logistics supply chain for this global manufacturing operation where our goal was the drive to zero defects.
- Led a cross functional team of 6 professionals composed of technical and logistical specialists in the push towards a zero defect supply chain.

Major Achievements:

- Reduced supply chain defects by 45% over a six month period by driving a cross functional team using data driven methodology to investigate and eliminate the root cause of defects.
- Reduced logistics non-conforming product disposition time from 43 days to 3 days over a six month period by implementing lean morning market principles.

- Ensured zero non-conformances and successful upgrade by TUV to ISO13485:2003 which resulted in retention of European and Canadian license by implementing gap analysis and closure in logistics and software development.
- Ensured zero non-conformances in the area of software and firmware development for TGA audit.
- Completed over 15 internal and external quality audits that ensured ISO status and supply chain quality was maintained and driven forward via the implementation of a rigorous quality and audit program.
- Championed standardisation and the introduction of the Cochlear Manufacturing System in the manufacturing and logistics flow.

Macquarie Medical Systems (2004 – 2005)

- Biomedical company which specialised in the design and production of ECG (Electrocardiogram) machines for distribution globally.

Quality and Regulatory Engineer

- Responsible for the compliance, maintenance and continual improvement of the quality management system.

Major Achievements:

- Successfully upgraded the quality system from ISO 13485:1994/EN46001 to ISO 13485:2003 and passed TUV external audit by implementing and driving to completion a systematic gap analysis and closure plan.
- Ensured retention of TUV license by successfully closing all overdue non conformances according to a planned and aggressive closure schedule.
- Gained license to market ECG products by implementing and coordinating successful compliance tests and establishing strong external relationships with Testing Certification Australia.
- Completed over 10 internal quality system audits by successfully planning and implementing the internal quality audit process.
- Improved ECG power consumption by approximately 60% by successfully implementing alternative battery technology and charging circuitry that was subsequently implemented in the manufacturing process.

JJ Aitken & Partners Pty Ltd (1997-2004)

- Consulting Engineers specialising in bespoke electrical and telecommunications design and systems analysis in the biomedical, radio and railway industries.

Project Engineer

- Responsible for the management of numerous projects involving hardware and software design, prototyping, testing, and documentation.
- Specialised in data driven problem solving methodology that resulted in the implementation of novel and tailored system's solutions.
- Gained excellent experience in the application of electrical, telecommunications and electronic principles together with programming experience including Visual Basic, C++ and programming Atmel microcontrollers.

Major Achievements:

- Successfully managed from concept to completion and brought to market an oxygen monitor and regulator through driving a project team to complete design and testing of the product.
- Designed and developed a novel modulator for AM radio transmitters, managed the manufacture of the modulators and performed proof testing of the production version.
- Ensured the successful preparation of contract tender documents for a major Australian capital city metropolitan Train Radio system, including GPS track data acquisition and analysis of the metropolitan train network.
- Ensured the successful delivery of emergency broadcasts and radio re-broadcasting in Sydney's M5 road tunnel by completing intermodulation analysis, filter design and hybrid design for four sets of combiners for twelve AM radio broadcast transmitters.

PUBLICATIONS & AWARDS:

- Railway Technical Society Student Thesis Award – First Prize, 2002.
- "Train Position Determination" – Paper presented at the Australasian Convention of the Institution of Railway Signal Engineers, 2003.