

A Non-Traditional Path To Quality

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Susan Green

- ▶ **ASQ Certified Six Sigma Black Belt (CSSBB)**
- ▶ **MBA – Process Improvement, BA – Business and Economics**
- ▶ **13 years Aviation (Piper Aircraft)**
- ▶ **3 years Training & Recruitment (Dale Carnegie Training, Griffin Services)**
- ▶ **10 years Technical Textiles (Precision Fabrics Group)**



My introduction to Quality

- My company wanted to be ISO 9001:2000 certified
- Sounded fascinating
- Soon, the company was ready for internal audits to those standards
- I didn't know this path was "quality"
- Others saw my contributions, more opportunities came my way
- Mini team events for manufacturing improvement
- They didn't call it Kaizen
- I didn't know this path was "quality"

Lifelong Interest

- In 2006, I started at Piper in an administrative capacity
- Encouraged to seek out internal opportunities
- Project work and continuous improvement efforts
- Currently, as a Strategic Sourcing Analyst, I am involved in a variety of quality efforts
- Projects to reduce scrap, product or equipment selection or replacement, process improvement
- Through internal auditing
- Through education

Internal Recruitment

- Current employee base may contain your next Quality employee
- Recognize the Quality attitude
 - Detail, desire to do what's right, frustrated when things aren't done correctly, curiosity, mentor, trainer, respected by others
- Promote Quality department
- Next Quality position
 - Be open to all internal applicants
 - Encourage applicants from other departments
 - Interns

Internal Retention

- Recognize the Quality attitude
- Promoting from within – drives retention
- From production environment to support environment
- Open Audit activities to all employees
 - If time permits, allow interested employees to shadow experienced auditors
- Education Assistance
- Succession Planning

Thank you

*“Quality is everyone's
responsibility.”*

W. Edwards Deming