

BONNIE S. CONNELLY

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OBJECTIVE

Management professional with experience in Quality Assurance/Quality Control/ Operations and Process Improvement seeks challenging position to offer opportunity for advancement and personal growth

SUMMARY OF MAJOR ACHIEVEMENTS

- Reduced customer complaints by 69% at Technicolor from 2008 to 2009 through formalized customer complaint process and enhanced internal auditing. Provided formal process auditor training to internal auditors
- Reduced customer complaints by 34% at Deluxe by developing and implementing a Plant wide quality team to focus quality efforts. Deliverables included: improved corrective action process with root cause analysis, enhanced internal auditing program, and identifying and responding to the VOC (voice of the customer)
- Partnered with Operation Managers to reduce internal risk by using the FMEA (Failure Mode and Effect Analysis) process. Up to 70% risk reduction achieved
- Achieved consumer complaint goal of less than 1 per 1 million at Coke for 2010 through statistical process control
- Working knowledge in a variety of computer programs including Microsoft Office, SAP, AS400, Lotus Notes, Visio and Minitab

PROFESSIONAL EXPERIENCE

2010-2011

COCA COLA BOTTLING, LITTLE ROCK, AR

QUALITY ASSURANCE MANAGER

- Direct the Quality Assurance Department to ensure the production of high quality product at the lowest cost, while meeting the demands of our customers.
- Ensure accuracy and efficiency of water processing, syrup-batching, and all QA testing and record-keeping
- Monitor production and quality processes to ensure statistical control and 100% compliance to product standards.
- Monitor and enforce proper sanitation and housekeeping procedures
- Ensure departmental compliance with all company and Food Safety policies and procedures
- Day to day maintenance and upkeep of laboratory equipment
- Purchasing authority for the Quality Assurance and Microbiology labs as well as for water plant and sanitation

2007- 2010

TECHNICOLOR HOME ENTERTAINMENT SERVICES, MEMPHIS, TN

QUALITY ASSURANCE MANAGER

- Responsible for the Quality Assurance activities in the Distribution and Returns facilities in Memphis. QA team includes: QA supervisors, data analyst and QA Auditors
- Senior member of the Distribution Leadership planning team
- Development, reporting and monitoring of Quality Metrics
- Development and approval of Quality procedures
- Facilitate the Customer Complaint Resolution process and evaluate corrective action responses for effectiveness. Consolidate responses and submit final report to Customer.
- Planning and execution of the Internal Process Audit Schedule
- Lead/Support Process Improvement projects using Six Sigma/Lean methodologies

1999- 2007

DELUXE MEDIA SERVICES, NORTH LITTLE ROCK AR

QUALITY ASSURANCE MANAGER

- Oversee development and monitoring of Quality Metrics
- Develop action plans for risk reduction as well as conduct Process Risk analysis
- Oversee execution of the Internal Process Audit Schedule

- Conduct External Vendor and Subcontractor Audits
- Assist in development and approval of Quality procedures and standards
- Assist in the Customer Complaint Resolution process and evaluate corrective and ensure preventive actions
- Identify Improvement opportunities and assist in Process Improvement projects using Six Sigma methodologies
- Assist in training personnel to use Six Sigma quality tools and techniques

1996- 1999

DELUXE MEDIA SERVICES, NORTH LITTLE ROCK AR

QUALITY ASSURANCE ENGINEER

- Identified areas of improvement and made recommendations when analyzing QC data
- Lead and assist in Quality Process/System Audits
- Lead and assist in process improvement initiatives
- Direct supervision of the Receiving Inspectors and the data clerks
- Development of departmental standard operating procedures

1995-1996

REGAL WARE INC., JACKSONVILLE AR

PROCESS AND QUALITY ASSURANCE SUPERVISOR

- Developed manufacturing processes for new products
- Provided training to Quality Control to communicate product specifications and testing protocol for new products
- Act as corporate liaison for major customers

1993- 1995

REGAL WARE INC., JACKSONVILLE AR

PRODUCTION COORDINATOR

- Managed all aspects of first shift plant production to include line efficiencies, conformance to schedule, performance to budget and scrap rates
- Managed approximately 250 employees and six supervisors at any given time

1991- 1993

REGAL WARE INC., JACKSONVILLE AR

PRODUCTION AND INVENTORY CONTROL

- Based on forecast, Developed and maintained the Master Schedule utilizing MRPII
- Developed the weekly and daily production schedule to ensure on time delivery and proper line sequencing
- Monitored delivery of Raw materials and inventory levels; adjusted the production schedule as required to maintain line efficiencies and ensure on-time delivery

EDUCATION

1996

UNIVERSITY OF SOUTHERN ILLINOIS AT CARBONDALE, CARBONDALE IL

- Bachelor of Science - Industrial Technology

AMERICAN SOCIETY OF QUALITY

- Certified Manager of Quality/Organizational Excellence
- Certified Quality Engineer
- Certified Quality Auditor

SIX SIGMA PARTNERING (ON-LINE CERTIFICATION)

- Certified Six Sigma Black Belt

VILLANOVA UNIVERSITY

- Lean Six Sigma Black Belt (certificate of achievement)

REFERENCES AVAILABLE UPON REQUEST