

Rishi Nair

QA/QC Engineer

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Outgoing Quality Engineer with 10 years of experience in Manufacturing industry. Committed to high standards of product inspections and customer service with extensive knowledge. Adept at collaborative with various departments for comprehensive quality control. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



Skills

- Microsoft Office
- Minitab
- Microsoft Outlook
- AutoCAD
- Process Improvement



Competencies

- Knowledge of quality systems
- Staff training and development
- Quality control tests
- Quality assurance background
- Lean manufacturing techniques
- Quality control
- Kaizen methodology
- Quality assurance
- Lean principles
- Calibration understanding



Work History

**Apr 2016 -
Jun 2021**

**Quality Executive
Minda TG Rubber Pvt Ltd, India**

- Single window person for quality issue for customer (Toyota Kirloskar Motors).

- Validated quality processes by establishing product specifications and quality attributes and updating quality assurance procedures.
- Prepared quality documentation and reports by collecting, analyzing and summarizing information and trends.
- Met quality assurance financial objectives by estimating requirements, preparing annual budgets, scheduling expenditures and analyzing variances.
- Collaborated with 50 person operating staff to establish procedures, standards, systems and procedures.
- Implemented customer complaint system and root-cause problem solving, decreasing customer complaints 90%.
- Identified training needs and organized training interventions to meet quality standards.
- Planned, conducted and monitored testing and inspection of materials and finished product quality.
- Evaluated audit findings to implement appropriate corrective actions.
- Monitored staff organization and suggested improvements to daily functionality.
- Collaborated with production team to complete daily production target and handled high-volume production of Rubber Hose pipes.
- Worked with Design Engineering Team in final development of new products for better quality and customer satisfaction.
- Develop and continuously improve manufacturing processes.
- Pre-Dispatch Inspection activities - Ensure inspection of all Lots before dispatch.
- Analyzed data from suppliers' process capability studies to monitor trends in supplier performance against established control limits for key attributes such as on-time delivery and product specifications.
- Achieved quality assurance objectives by contributing information and analysis to strategic plans and reviews and preparing and completing action plans.

◆ Jun 2014 -
Mar 2016

Quality Engineer

Cooper Standard Automotive, India

- Fixed identified issues to increase productivity and boost workflows.
- Documented testing procedures for developers and future testing use.
- Prepared, documented and executed detailed test plans, test cases and defect reports.
- Created work instructions for 10-person production line, increasing productivity 80%.
- Compiled and wrote training materials and conducted 40 training sessions on quality control activities.
- Supported root cause and data analysis for defect reduction and process yield improvement.
- Analyzed customer feedback and identified areas for improvement, leading to increased customer retention.
- Resolved escalated customer service disputes and complaints, leading to increased customer satisfaction.

◆ Jan 2012 -
Jun 2014

Quality Engineer

Sumesh Engineering Works, India

- Contributed to root cause analysis to determine core reason for failures and errors.
- Coordinated with quality control staff to complete inspections.
- Tracked quality issues with external customers, suppliers, and internal plant operations.
- Conducted in-process inspection on shop floor and also in standard room

- using Coordinate Measuring Machine (CMM).
- Prepared PPAP documents for new developing products.

Jan 2011 -
Dec 2011

Incoming Quality Executive **GKN Driveline India Ltd, India**

- Completed precise measurements using special tools.
- Reported repeated issues to supervisors and other departments, collaborating to identify issue roots and rectify problems.
- Inspected incoming and outgoing materials for accuracy and quality.
- Analyzed issues with supplier contributions to detect defect trends, reporting findings to appropriate personnel.
- Collaborated with cross-functional teams to develop and implement process changes at Supplier end.



Education

Aug 2006 -
Sep 2010

Bachelor of Engineering: Mechanical Engineering *Career Institute of Technology and Management - India*



Certifications

- LEAN Six Sigma Green Belt Certificate (2023)



Achievements

- Zero PPM Award from Toyota Kirloskar Motors (2016-17).
- Best Quality Supplier from Toyota Kirloskar Motors (2016-17).



Languages

- English
- Hindi

I hereby declare that all the above mentioned details are true to my knowledge & belief.

RISHI NAIR