

RESUME

PARTH GUPTA

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Customer Quality Management | Quality Management System | Supplier Quality Management |
Professional Experience Leveraging over Market Based Management ~ KOCH MBM® Culture

CORE COMPETENCIES

- ❖ **Customer Quality Management**
 - ✦ Product development as per customer needs & expectation
 - ✦ Data Analytics & Benchmarking
 - ✦ Work as Customer liaison to align organizational output with customer's expectation
 - ✦ Effective Communication with Commercial team on product customization as per customer's need
 - ✦ Resolution of customer's issues
 - ✦ Maintain customer relations through visits
 - ✦ Application of Quality Tools for understanding & resolving customer issues
- ❖ **Quality Management System**
 - ✦ Lead Auditor ISO 9001:2015 (CQI & IRCA Certified)
 - ✦ Defining SOPs
 - ✦ Quality Standards
 - ✦ Quality Certifications
 - ✦ Interpreting quality philosophy
- ❖ **Supplier Quality Management**
 - ✦ Incoming Quality process
 - ✦ Supplier Evaluation
 - ✦ Supplier Audits/Assessment
 - ✦ Raising Concern & SCAR
- ❖ **In-process Quality**
 - ✦ Gemba Walk
 - ✦ Internal Quality Audits
 - ✦ PFMEA & SWOT
 - ✦ Process Quality Control Plan
 - ✦ Aligning Quality Objectives
 - ✦ Analysis of data

CAREER OBJECTIVE

To attain a challenging job in a dynamic and growth-oriented organization where I can enhance and utilize my knowledge, skills and abilities and work to the best of my potential with patience, consistence and team spirit for betterment and progress of the organization

PROFILE SUMMARY

- An **accomplished professional** fortunate to create **work ethics and culture with strong business philosophy of Market-Based Management®** by learning, aligning & following it and its mental models
- Being an **enthusiastic and quick learner**, was able to enhance my skills and rapidly develop ambience of quality culture in the organization, where separate quality capability didn't exist previously
- **Possess diagnostic, decision-making, problem-solving & people management** skills
- **Excellent & effective communication & presentation skills**, frequent interactions with Top Management & Process owners
- **Proven track record as an establisher**, establishing systems, processes & SOPs for streamlining workflow and enhance quality and services by partnering with about 20 departments in line with ISO 9001:2015 QMS
- **Proficient in creating and interpreting data reports for top management**, looking after all the quality analytical data of the organization including Competitor's benchmarking, Product study, customer complaint data and improvement trends
- **Driven, highly energized professional**, recognized for the capability to perform well even during emergency, either individually or within a team while presenting excellent leadership and communication skills
- **Service-focused, dedicated professional** with profound application of quality tools
- **Favorite Past time activities:** Playing Musical Instruments, Travelling
- **Major Achievement (National Level):** First ISO 9001:2015 CQI & IRCA certified Lead Auditor in entire organization. Also, won PAR-EXCELLENCE AWARD of Platinum Category & GOLDEN Award in NCQC-2016 (National Convention Quality Circle) for "5S Quality Concept"

ACADEMIC DETAILS & PROJECTS

- **PGPEX IN PRODUCT & BRAND MANAGEMENT** - MANAGEMENT DEVELOPMENT INSTITUTE (MDI) (2021)
- **BACHELOR'S IN MECHANICAL ENGINEERING** - GUJARAT STATE UNIVERSITY (2013-17) WITH EXCELLENT GRADES (8.9 CGPA)
- **INTERNSHIP AT ESSAR STEEL INDIA LTD** IN 2016
- **MAJOR PROJECT (B. TECH)** - INDUSTRIAL DEFINED PROJECT: REDUCTION IN LEAD TIME AT TOOL MANUFACTURING INDUSTRY (MIRANDA TOOLS) - ONE YEAR PROJECT

ORGANISATIONAL EXPERIENCE

Gujarat Guardian Limited (a.k.a MODIGUARD) : (JV – Guardian Industries)

Ankleshwar, Gujarat, INDIA

Designation: Executive – Quality Capability

2017-->Present

CURRENT PROFILE & KEY ACHIEVEMENTS IN CURRENT ROLE:

• **Customer Quality Management:** New Product Development, aligning organization with Customer Specific needs and expectations, Faster & Effective closure of customer complaints and non-conforming issues, communicating with customers & outside sales for continual alignment on Product Quality, Use of various quality tools for systematic approach.

Top Achievement: Developed and advanced strong customer relation through improved claim management system, through alignment of customer's need with business outcome. Act as customer liaison for product quality customization and its implementation in new product line.

• **QMS & Certifications:** Interpret, evaluate adequacy & implement quality assurance standards, Devised sampling procedures and directions for recording and reporting quality data, Review the implementation and efficiency of quality and inspection systems, Plan conduct and monitor testing and inspection of materials and products to ensure finished product quality, Document internal audits and other quality assurance activities, Coordinate and support on-site audits conducted by external providers, Evaluate audit findings and implement appropriate corrective actions, Monitor risk management activities, responsible for document management systems. Responsible for ISO 9001:2015, Eco-label certification implementation. Responsible for Test certificate.

Top Achievement: First & youngest LEAD AUDITOR (CQI & IRCA certified) for ISO 9001:2015 in the organization. Certified the organization with customer based important certifications like ISO 9001:2105 QMS, GreenPro (CII), GRIHA, Environment Product Declaration (UL), Product Lens™ (UL). Developed and Standardized various customer-based documents

• **Supplier Quality Management:** Partnering with purchase team and working on Supplier evaluation, Supplier audits/assessment, supplier concern & SCAR. Work on supplier incoming rejection reduction. Communicate the supplier about the risk they possess to business due to their non-confirming quality. Work on supplier monitoring & development.

Top Achievement: Established complete supplier quality function in the organization and developed Raw Material supplier's capability towards quality and services

• **Inprocess Quality:** Prepare reports to communicate outcomes of quality activities to process owners, identify training needs and organize training interventions to meet quality standards, monitoring of in-processed products in production area through Gemba walks, minimize product rework or rejection for reducing CoPQ. Tools used are PFD, 8D Methodology, Process Failure Mode Effect Analysis (PFMEA), SWOT Analysis, Process Quality Control.

Top Achievement: Introduced and developed various product quality checks & In-process quality audits for better qualitative work approach on shop floor. Drive process improvement teams and provided training on Quality tools.

PERSONAL DETAILS

- Date of Birth : 29th August 1995
- Language known : English, Hindi, Gujarati
- Fav Past time activity : Playing Musical Instrument, Travelling
- Residential Address : C-13 Gujarat Guardian Township, Ankleshwar-393001 , India

I hereby declare that all the details furnished here are true to the best of my knowledge.

Signature: - Parth S Gupta