



Lance B. Coleman Sr. Curriculum Vitae

SUMMARY

Lance B. Coleman is a professional with extensive experience in the areas of quality engineering, quality management and quality auditing as well as, Lean training and implementation. He has worked in the Medical Device, Aerospace and other regulated industries for over 20 years. Lance has a degree in Electrical Engineering Technology from the Southern Polytechnical University in Marietta, Georgia USA and is an American Society for Quality (ASQ) Senior Member as well as, Certified Quality Engineer, Certified Quality Auditor, Certified Six Sigma Greenbelt and Certified Biomedical Auditor. He is also a Lean Six Sigma Black Belt and Exemplar Global Principal QMS Auditor candidate.

During his career Lance has developed and delivered Lean Six Sigma staff training. He is an experienced project manager who has successfully used PDCA and DMAIC methodologies in a variety of settings. As Lean program manager, Lance served as liaison with upper management and was instrumental in establishing site program goals and measurable objectives. He also is responsible for Lean Six Sigma training at the site level.

In addition to serving as quality manager, at different points in his career, Lance has been responsible for managing corrective action, customer complaint and internal audit programs in regulated industries. When serving as audit program manager, Lance has on multiple occasions, revitalized underperforming quality audit programs, by developing new methodologies, training, written procedures, checklists and metrics.

A frequent speaker at professional conferences, Lance has presented on three continents to great acclaim. He is the author of – *Advanced Quality Auditing: An Auditor's Review of Risk Management, Lean Improvement and Data Analysis* to be released by Quality Press in the second half of 2015. He is also the author *The Customer Driven Organization: Using the Kano Model*, released in December 2014 by Productivity Press along with numerous articles on Lean, quality auditing and risk management.. He presently serves as the ASQ Lean Enterprise Division Education Committee Chair and Newsletter Editor. Additionally, Lance is an instructor for the ASQ Certified Quality Auditor Exam Preparatory course and presently serves as the ASQ Audit Division Newsletter editor. In 2012, Lance established the independent consulting firm, Full Moon Consulting – *catalysts for transformative change* – to provide training and consulting expertise to clients worldwide.



PROFESSIONAL HISTORY

Jun 12 – Present	Full Moon Consulting	Tempe, Arizona USA
ISO 9001:2008 • ISO 14001:2008 • ISO 31000:2009 • ISO 19011:2011 • ISO 17025:2005		

Principal Consultant: Develop online, live and blended training curricula for professional staff around the topics of Quality Tools & Methods, QMS/EMS Auditing, Risk Management, Lean Six Sigma and developing Customer Focus. Provide consulting services in the area of QMS assessment and development, supplier auditing and assessments, internal quality auditing and technical writing.

Present Clients

- ASQ
- SSD Global
- Edwards Life Sciences
- ISO-Q (Johannesburg, South Africa)

Jun 10 – Present	The Tech Group	Tempe, Arizona USA
ISO 13485:2003 • CFR Part 820 • CFR Part 210 • CFR Part 211 • CFR Part 11		

Senior Quality Engineer: Manage CAPA, customer complaints and internal audit programs. Review and approve root cause investigations and corrective action effectiveness. Initiate appropriate quality controls, process testing and corrective action as needed to ensure product and process integrity. Assist in developing and maintaining documentation to support quality throughout production, qualification of molds, programming of automated equipment, process validation, test fixture design, measurement activities, and assist in the implementation of new software validation. Determine, assess and verify the effectiveness of RCA and corrective/preventive action plans. Serve as primary customer point of contact and leader of internal continuous improvement efforts. Serve as lead auditor on supplier, site-to-site, and internal audits. Oversee the supplier monitoring and initial assessment program.

Lean Program Manager: Identify site training needs. Develop and deliver site Lean and Six sigma training. Manage Kaizen and Lean Improvement programs. Identify and implement Lean Six Sigma projects to improve operating efficiency. Review and approve lean projects, kaizen events and kaizensd, and assist as needed in the mentoring of new LSS Green Belts. Report improvement metrics and serve as liaison with executive level management. Provide LSSGB (2-week), Lean Leader (3-day), Kaizen (4-hour) and other Lean Six Sigma training as needed at the site level.

Quality Manager: Lead the Quality Department to provide research, support, product development, quality assurance/ control functions required to provide accurate service and delivery of product to customers, as well as, quality and regulatory agencies, to achieve department and company goals. Directed and managed quality control, quality assurance, quality systems, personnel, department resources, and continuous improvement efforts to achieve the most efficient quality output possible. Ensured timely resolution to audit findings and customer complaints.

Highlights:

- During first three months as Quality Engineer, completely restructured four major elements of the QMS that were previously found deficient – CAPA, internal audits, NCM control and calibration.
- Restructured existing Kaizen program, modified Kaizen training curriculum and redesigned Kaizen form.
- Substantially revised risk management procedures to better meet the expected changes coming in ISO 9001:2015.

Aug 11 – Present

American Society for Quality

Milwaukie, Wisconsin USA

Lean Enterprise Division (LED): As Professional Development Value Stream Chair oversee and coordinate the activities of the Education, Awards, Conference and Mentoring Committees, while serving as liaison with the LED Office-of-the-Chair. As Education Committee Chair oversee and contribute to project to develop Lean training curriculum for those new to Lean who want to become Lean practitioners and experience Lean Practitioners who want to obtain their Lean certification. Solicit, review and submit articles for ASQ Lean Enterprise Division newsletter as Chairman of the Publications Subcommittee and Newsletter Editor. Establish goals, chair meetings and establish submittal acceptance criteria.

Headquarters: Served as session proposal reviewer for 2013 and 2014 ASQ Lean Six Sigma Conference and 2013, 2014 and 2015 ASQ World Conference on Quality and Improvement.

Audit Division: Instructor for the ASQ Certified Quality Auditor course. Communications Chair and Newsletter Editor, responsible for developing auditing related content relevant and helpful to professional auditors. Annual Conference presenter three years in a row from 2011-2013. 2015 Audit Conference Programs Chair responsible for developing and implementing process for selecting conference session proposals and assisting with the planning of the overall conference.

Contract Engineering 60 months

QA Manager

Accutronics Inc. Raleigh, NC

11 months

Final and in-process audit inspection to J-STD-001 & IPC-610A, test data and documentation review for complex SMT/through hole circuit boards and subsystems for the consumer electronics industry. Supervised and trained inspectors as well as auditors. Responsible for supplier monitoring, initial assessment and auditing. Performed root cause analysis and initiated corrective actions as necessary. Developed quality and manufacturing procedures and conducted quality surveillance audits.

Quality Engineer

Atlantic Research Inc.; Gainesville, VA

18 months

Rewrote entire Quality Manual and developed, internal qms audit program. Participated in Material Review and Corrective Action Boards as well as, performed root cause analysis, engineering drawing review, test procedure review, manufacturing/quality area audits, configuration management audits, documentation audits, final documentation review and generally overseeing production operations from “cradle to grave” at three facilities.

QA Engineer

Southwest Research Inc.; San Antonio, TX

5 months

Wrote inspection plans for Mil-I-45208 and FAA projects. Conducted quality surveillance audits.

QA Specialist**Magnavox NVSG; Leesburg, VA****14 months**

Test procedure review, manufacturing/quality area audits, configuration management audits, audit inspection of PCBs and electronic subsystems to J-STD-001 and IPC-610A, documentation audits, final documentation review and generally overseeing production and quality operations. Final documentation review and physical inspection of military trucks used to transport mobile satellite systems. Worked closely with in-house government reps. Primarily worked with telecommunications PCBs, systems and subsystems.

Quality Engineer**Abex/NWL; Dublin, GA****8 months**

Participated in Material Review and Corrective Action Boards as well as, performed engineering drawing review, test procedure review, manufacturing/quality area audits, configuration management audits, documentation audits, final documentation review and generally overseeing production operations from “cradle to grave,” in Mil*-9858A facility. Primarily worked with PCBs and electronic subsystems.

QA Specialist**Glaxxo; RTP, NC****3 months**

Reviewed and edited operational procedures. Cleaned/inspected encapsulation tools. Conducted cGMP audits.

PRESENTATIONS & PUBLICATIONS	
Publications	<p><u>Books</u></p> <p>Summer 2015 Advanced Quality Auditing: An Auditor’s Review of Risk Management, Lean Improvement and Data Analysis</p> <p>December 2014 The Customer Driven Organization: Employing the Kano Model</p> <p><u>Articles</u></p> <p>August 2014 Six Sigma Forum Magazine - Waste Not, Want Not</p> <p>May 2013 <i>Medical Device Summit</i> E-magazine: Risk Management 101 Three part series</p> <p>March 2013 <i>Quality Progress Magazine</i>: Form By Design</p> <p>September 2012 <i>Medical Device Summit</i> E-magazine: CAPA is NOT a Dirty Word</p> <p>May 2012 <i>The Audit Report</i>: Tips From The Trenches – ISO Auditing 101 – Quality at its Core</p>
Presentations	<p>May 2014 ASQ World Conference on Quality & Improvement – Risk Management 101 – The Customer Driven Organization: Using the Kano Model</p> <p>November 2013 – Keynote for ISO-Q National Quality Week Galas that took place in Johannesburg, Durban and Cape Town</p> <p>May 2013 ASQ World Conference on Quality & Improvement – How Delightful is Your Audit Program?</p> <p>February 2013 ASQ Lean six sigma Conference – The Customer Driven Organization</p> <p>October 2012 ASQ Audit Division 21st Annual Conference – Risk Based Auditing</p> <p>June 2012 ASQ Section 0615 Annual Symposium – Expanding Your Quality Toolbox</p>

DEGREE & CERTIFICATIONS

A.A.S. Electrical Engineering Technology
Southern Polytechnical University; Marietta, GA USA
1985

Certifications

- TG Certified LSS Green Belt Instructor – July 2015
- ASQ Certified Quality Engineer – May 2014
- ASQ Certified Six Sigma Green Belt – March, 2013
- ASQ Certified Quality Auditor - March, 2012
- ASQ Certified Biomedical Auditor – June 2012
- Exemplar Global Certified Principal QMS Auditor – July 2015
- RJG Systematic (Injection) Molder
- Lean Six Sigma Black Belt candidate