

**JOSE M. SANTOS**  
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## SUMMARY

Highly motivated, results oriented, **quality engineering** professional with extensive experience in manufacturing, program management, supply change management, process and quality systems engineering and in new product development. Focused on customer satisfaction with proven track records of leading multi-functional/cultural teams in driving continuous improvement projects. Experienced in leading audits with global teams in quality systems. Visionary and team player with strong interest in new concept and fresh ideas.

## CORE COMPETENCIES

- **Manufacturing process**
- **Quality System Management**
- **Change Management**
- **Global Supply Chain Management**
- **FMEA, control plans**
- **Corrective and Preventive Actions**
- **ISO 9000/TS16949**
- **Team Building**
- **5S, Zero Defect, Six Sigma**
- **Program Management**
- **Statistical Process Control (SPC)**
- **Lean Manufacturing**

## PROFESSIONAL EXPERIENCE

### **FREESCALE SEMICONDUCTOR** (formerly Motorola, Inc), Austin, Texas **1994-Apr 2009**

Global leader in the design and manufacture of embedded semiconductors for the automotive, consumer, industrial and networking markets.

#### **Quality Manager, Final Assembly and Test Subcontractors** 1999-2009

- Developed procedures and rules of engagement for several key processes for subcontractors' performance review (e.g., quality of 8D reports, quality incidents, etc.). Resulted in 100% of assessors having clear direction to perform periodic review of subcontractors.
- Led cross functional teams of managers and engineers to address customer quality incidents at external manufacturing sites. Occurrence of customer quality incidents was reduced by 25%.
- Developed, managed and implemented quality system compliant to ISO 9000/TS16949.
- Championed global audit teams to assess quality systems (based on ISO9000/TS16949) of subcontractors' manufacturing sites and to qualify new manufacturing sites' quality systems.
- Efficiently chaired the Change Action Board (CAB) for all related changes coming from Freescale's assembly and test site subcontractors. The CAB scopes included the review of site readiness for all new product introductions. The review resulted to zero quality incidents as caused by process or material change.
- Conducted reviews of assembly and test flows, control plans, Failure Mode and Effect Analysis (FMEA) and Ford 8Ds prior to submission to Freescale customers. Resulted to error-free documents and satisfied customers.
- Planned strategies, short and long terms, for supplier selection, reduction, consolidation and development.

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- Performed review of process capability studies to ensure successful new products introduction.
  - Recipient of several Freescale Bravo Quality awards for outstanding achievements in customer supports and new product introduction supports.

**Senior Staff Engineer, 1994-1999**

- Planned and developed, as Program Manager, preparation for ISO9000/QS9000 certification of Motorola Memory Business Unit, including Tohoku Semiconductor in Japan. Resulted in successful certification.
- Developed and maintained suppliers for Motorola's Memory Group module products.

**TUV RHEINLAND OF NORTH AMERICA, Austin, Texas**

**1991-1994**

A European Product Safety Agency and Quality Systems Registrar

**QS Certification Lead Auditor/Senior Engineer**

- Principal responsibilities included auditing of quality systems in compliance to the ISO 9000 series of standards and performing product qualification evaluation in conformance to European and International product safety standards.

**TEXAS INSTRUMENTS, INC., (DSG, Peripheral Products Div.)**

**1987-1991**

Temple, Texas –manufacturing site for ITE such as notebook computers and printers.

**Quality Assurance Engineer**

- Established qualification test plans for computer and printer products.
- Conducted failure analyses and problem solving.
- Ensured that products meet the established safety standards in conformance with regulatory agencies, such as Underwriters' Laboratory (UL) and Canadian Safety Association (CSA) by performing products audit and reviewing new designs and design changes.
- Awarded Certificate of Achievement for a design change initiated on an airline printer cooling system which resulted in efficient operation, reduction in cost and meeting product safety requirements.

**EDUCATION**

**B.S. in Mechanical Engineering:** Mapua Institute of Technology, Manila Philippines

**M.S. in Engineering Management:** (21 CUs completed) National Technological University, Ft. Collins, CO

**CERTIFICATIONS**

**Certified Quality Engineer** – American Society for Quality (ASQ)

**Certified Quality Auditor** – American Society for Quality

**Registered Mechanical Engineer** –Philippine Society of Mechanical Engineers

**Six Sigma Green Belt** -Motorola Inc.

**CIVIC ACTIVITIES**

**Member - 1993 Board of Examiners, Texas Quality Award**

**Member - 1992 Board of Examiners, Greater Austin Quality Award**