



/// Claud M. Russey



SME Quality Management

OBJECTIVE

To provide value to clients and organizations as a business leader that utilizes a broad spectrum of experience and talents to achieve significant and lasting impact on their organization and its business capabilities and success

WORK EXPERIENCE

2005 to Present: Owner/Consultant, Fusion Consulting

Quality, Management, Safety, Environment and Computer Systems

Quality, Health, Environment & Safety Management Consulting for manufacturing and service organizations in North America and China

1999—2005: Quality Systems Manager; Daily Instruments Corporation.

Upgraded MIL-I-45208a Quality Management System achieving ISO 9001:2000 / AS9100 Registration of aerospace temperature sensor manufacturer. Seven consecutive Gold Medals from DoD Defense Logistics Agency for 100% on-time delivery and zero customer rejects, while reducing internal costs via lean production best practices and Theory of Constraints principles to improve throughput and reduce scrap. Developed management system for commercial temperature sensor manufacturer that was certified for the US (API), European Union (CE) and Canada (CRN). I upgraded Welding, Brazing, Inspection, Non-Destructive Testing and in-house Instrument Calibration Laboratory procedures to meet highest industry standards.

1997—1998: Coordinator of Management Information Systems and Technology

ARAMARK—School Support Services: Houston Independent School District Food Services

- Computers, Networks and Telephone Systems
- Information and Accounting Systems for Point of Sale, Inventory, Warehouse, Distribution
- Document Publications
- SAP R/3 Implementation

Managed implementation of SAP R/3 and Wide Area Network cabling and computer installation for 100 Central Office workstations and 243 remote sites. Integrated four separate Novell network information systems into single Windows NT server system with SAP R/3 and PeopleSoft implemented to replace existing systems.

1996—1999: Independent Management Consultant, Quality Management; Service Quality Leaders

- Customer Service Training & Performance Evaluation System R&D
- Policies and Procedures for International Oilfield Supply Company
- Management Consulting for Engineering and Financial Document Archiving Company in Saudi Arabia and United Arab Emirates
- Reorganization of Quality Consultancy: Policies, Procedures, Benefits, Training
- Computer Network Systems Consultant & Training
- Supervisor Training Course for Automated Bakery

1990—1996: Maintenance and Administration Manager Housing Complex

Saline Water Conversion Corp. – Jubail, Saudi Arabia - Desalination and Power Plant

Managed Housing Department of the world's largest desalination and power plant in Jubail, Saudi Arabia for 5 ½ years. Secure Saudi Government Compound including 2650 Residential & Commercial Units, Population 10,000, managed 175 Employees in Administration and 10 craft groups; managed 275 Contractors for pest control, landscaping and general facilities maintenance.

Management Information Systems Administrator; Safety Management Facilitator; Member: Emergency Response Committee; U.S. State Department Consulate Warden.

Served as Warden with US State Department Consulate in Dhahran, Saudi Arabia before, during and after Gulf War I. Served as expatriate representative for Western employees with Saudi Government Relations. Provided stable, reliable information flow for expatriates and strengthened relations between Saudis and Westerners.

Improved maintenance trouble call response time from 7 days delay to "same day service", while resident population increased from 3500 to 10,000, and improved completion rate from 65% to 95%.

Developed and implemented TQM/Principled Leadership Training Program for Excellent Customer Service. Trained employees and the customers to expect and evaluate Western-styled Quality Customer Service Standards. Improved inter-divisional relations, increased department performance, enhanced public relations and established new, rational perception of customer service quality, both inside and outside the department.

1974—1989; Electrical & Instrumentation Supervisor

Worked with several companies in industrial construction, maintenance and startups. Specialized in Control Systems Engineering in petrochemical, power, desalination, chemical, vitamin, organic and inorganic water production and research facilities. Often had safety responsibilities.

Languages:

Speak, read and write French; speak, read and write some Arabic; speak some Spanish

EDUCATION:

Bachelor of Arts with Honors, Organizational Psychology
University of Texas Permian Basin Odessa, Texas (3.9 GPA)
Associate of Applied Science, Electrical Technology
Brazosport College – Lake Jackson, Texas
(Distinguished Student) (4.0 GPA)

TRAINING:

AS9100—Management Representative & Internal Auditor Training (Global QA) 2004
Model-Netics—Business Management Training 1998
Supervising To Achieve Results—ARAMARK "STAR" Management Seminar 1998
SAP R/3 Maintenance Systems Course—Structuring Technical Systems 1998
SNAP Systems, Inc. Software—Configuration & Operations Courses 1997
ISO 9000 Lead Assessor Certification and TQM Seminar—ENTEC UK, Ltd. 1995
Maintenance Management Philosophy—Maintenance Strategy Determination 1993
Total Quality Management Seminar—Industrial Implementation 1992
Investment in Excellence Team Seminar—The Pacific Institute 1989
Insight—Self-Awareness Seminar 1988
Investment in Excellence—The Pacific Institute 1988

AFFILIATIONS:

American Society for Quality (ASQ) Quality Management Division (QMD) Board: Training and Workshops Chair
ASQ QMD Annual Conference Programs Chair
ASQ Senior Member and Programs Chair for Houston Section 1405