

**ERIC ACUNA**  
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**Objective: Quality Director / Consultant**

**HIGHLIGHT OF QUALIFICATIONS**

- Over 20 years of quality management experience complemented with plant management, process and industrial engineering; lean six sigma; ISO 9001 and process improvement with various industries like paper cores and tubes, paper sheeting, printing and packaging, car battery manufacturing, automotive, eCommerce, and medical device
- Master of Science in Quality Assurance
- Bachelor of Science in Management and Industrial Engineering
- ISO 9001:2015 Certified Lead Auditor course (Exemplar Global Certified)
- ISO 9001:2008 Certified Lead Auditor course (RABQSA Certified)
- Technical Consultant at Commission on Higher Education
- TNG-Certified Six Sigma Greenbelt
- Training on Value Stream Mapping, Lean Six Sigma Greenbelt, and 5S
- ASQ Certified Quality Auditor and Certified Quality Technician
- Gemba Kaizen Course – Graduated with Honors, JMA Management Center
- Subject Matter Expert on quality management system

**PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS**

**Canada Care Medical Inc**  
***Quality Manager***

**Sep 2013 – Present**

ISO 9001 preparation, accreditation, operation and maintenance

- Performs gap analysis and identifies area of improvement between what is expected and what is being done.
- Develops, implements, maintains and registers QMS to ISO 9001
- Drafts and maintains policies, procedures, work instructions, forms
- Maintains document, data, records, and change control
- Reviews and approves CAPA events
- Facilitates periodic quality management meetings
- Conducts internal audits and prepares for external audits
- Maintains staff training logs
- Ensures compliance with ISO 9001 requirements

Customer Quality Compliance

- Using the Gap Model, ensures organization's understanding the Voice of Customer's (VOC) linkage to internal processes
- Monitors and reports KPIs specified by government customers
- Attends periodic offsite customer quality management meetings
- Liases with government customers to work on joint quality initiatives
- Follows up on high risk events and occurrences in addition to tracking and trending for the purpose of QI

**Risk Management, Business Continuity Planning, and Emergency Management**

- Facilitates and conducts periodic risk assessment, maintains and updates risk registers
- Creates and follows through on risk mitigation strategies
- Maintains and updates business continuity plans
- Takes a leadership role in emergency management

**Legislative Compliance**

- Monitors and maintains compliance with AODA Accessibility, WHMIS, JHSC health and safety, Bill 168 workplace violence and sexual harassment, Privacy Act, PIPEDA
- Ensures compliance with medical establishment licensing
- Facilitates and conducts orientation training and ongoing training for staff
- Coordinates WSIB and insurance

**Commission on Higher Education or CHED (Philippines)****2017 – 2018*****Technical Consultant*****Hired by CHED through USAID-STRIDE for its ISO 9001:2015 Certification Project**

- Provides overall coordination and collaboration with the CHED Central and Regional Offices in the establishment of quality management systems (QMS) to gain the ISO 9001:2015 certification
- Provides technical expertise in order to build a CHED-wide awareness and appreciation of the need for standard-based QMS.
- Institutes a quality management structure, processes, mechanisms and standards based on the CHED mandated functions and its existing organizational structure, current work processes and specific deliverables of the component offices and units and inputs from consultations with stakeholders.
- Develops a quality management manual, structure, internal and external quality audit system and the mechanisms for continuous improvement; and to mainstream, institutionalize and monitor a CHED-wide QMS
- Conducts gap analysis, reports, and recommendations to address the gaps
- Leads a team of three ISO technical consultants and four project management staff
- Reports directly to the CHED Chairperson

**Newark Paperboard Products****2003-2013*****Quality Manager***

- Spearheaded the management of ISO 9001 project from inception, preparation, implementation, maintenance to registration of quality management system to ISO 9001:2008
- Managed the quality department of the plant with 3 direct reports: incoming, in-process (includes laboratory / testing), and outgoing inspections
- Developed quality manual, policies, procedures, work instructions, and forms in preparation for the ISO 9001 certification process
- Managed the implementation of corporate's OGSM (Objectives, Goals, Strategies, Measures) by conducting MDI (Measuring Daily Improvements)
- Initiated Lean/Six Sigma projects at NPP Toronto plant; led Kaizen events in waste reduction, inventory optimization, cost improvement projects, SMED
- Served as ISO Management Representative and document controller
- Conducted quality training for both new hires and existing employees
- Prepared and analyzed cost of quality for better decision-making

- Implemented Corrective Action System and ensured system is working
- Conducted regular quality meeting and twice a year management review meetings
- Prepared and analyzed business system related reports like cost of quality, production and performance efficiencies, defects per million opportunities, and root cause analysis
- Conducted quality system internal audit as per ISO 9001:2008 standard
- Managed comprehensive customer database management and improvement of customer satisfaction; Attended to customer complaints.

**Converter Core Inc****2002 – 2003*****Quality Manager***

- Set up a quality management system
- Supervised the quality systems of the company ensuring that only good quality papers are delivered to customers
- Developed a Quality Manual for a paper and paper board sheeting company
- Ensured that quality check of incoming, in-process and outgoing goods are performed using Micrometer, QuickSkan, Microfishce, and Landsco Light
- Created process work flow, operations guidelines, capacity planning and standard development
- Implemented problem-solving activities using quality control tools and techniques

**Requisite Technology Inc (an eCommerce Company)****1999 - 2001*****Quality / Production Administrator***

- Conducted quality assurance tasks using eCommerce software applications such as Content Management Tool, eMerge, and Electronic Content Creation
- Interpreted subject matter experts' evaluation and coordinated with schema specialist
- Evaluated catalogues upon receipt and defined content quality and complexity
- Performed data conversion from paper catalogue to electronic web-based catalogue
- Tracked the catalogue status through the Workflow Management System
- Resolved all catalogue issues while in progress and interacted with content creation managers, scheduling, publishing, and delivery
- Performed work measurement and methods/time study in imaging/scanning and content creation departments and improved productivity by 25%

**Ford Motor Company Oakville Assembly Plant****1998 – 1999*****Process Engineer***

- Conducted methods and time study using predetermined study (MODAPTS) at Ford Motor Oakville Assembly Plant
- Reviewed and designed plant layout during the launch of Ford Windstar minivan
- Initiated cycle time analysis and line balancing at Ford Body Shop Respot Line that increased productivity by 30%
- Evaluated and improved existing processes in Trim/Chassis, Final Area, and Body Shop
- Reviewed and implemented revision of policies and procedures in accordance with ISO 9001

**CGK FormaprintInc****1991 – 1997*****Production and Quality Control Manager***

- Hired and worked first as Production Manager to manage the 3 major printing departments – Prepress, Press, Post Press and ensured productivity and efficiency goals were achieved
- Checked day-to-day operations like typesetting, copy preparation, materials received from customers, proofs and proofs approval, stripping, platemaking, printing, colour approval, die-cutting, trimming, revising, final quality control of the printed materials and boxes
- Conducted production planning and scheduling meeting with production supervisors and sales department

- Set up and managed the newly created quality control department
- Led the formulation of policies/procedures and development of quality manual
- Initiated cost reduction programs that generated yearly savings of \$100,000
- Managed 3 staff engineers and 3 quality inspectors
- Ensured that all incoming, in-process, and outgoing printed products are of superior quality
- Initiated and conducted quality and continuous improvement meetings which include 5S, brainstorming and problem solving activities employing QC tools
- Reduced waste and spoilage by 20% and improved quality and productivity of the operation

**Imarflex Battery Manufacturing Corp****1986 – 1991*****Assistant Plant Manager***

- Assisted the Plant Manager in planning, directing, and controlling plant activities involving manpower, machine, material, and methods of the entire car battery manufacturing process like grid casting made of lead, pasting with lead oxide, charging, and assembly
- 3 direct reports – production superintendent, quality superintendent, and shipping/receiving supervisor
- Implemented responsive coordinating and planning systems in the entire plant
- Executed raw material and labor requirements of car battery production
- Managed customer complaints and prepared countermeasures
- Established inventory control system for materials, work in process, finished goods and supplies

**EDUCATION, TRAINING, ORGANIZATION AFFILIATION, AWARDS RECEIVED**

- Master of Science in Quality Assurance; California State University Dominguez Hills
- Bachelor of Science in Management and Industrial Engineering; Mapua Institute of Technology
- Quality Assurance Program; Seneca College Toronto
- ISO 9001:2015 Lead Auditor Course (Exemplar Global); SAI Global Toronto
- ISO 9001:2008 Lead Auditor Course (RABQSA); BSI Toronto
- ASQ Cost of Quality Training
- Passed both ASQ's Certified Quality Auditor and Certified Quality Technician examinations
- 2005 New Pioneers Awards Recipient sponsored by Skills for Change Toronto
- Volunteer-Mentor of Engineering Your Future of Skills for Change
- Part-Time Instructor - Quality Assurance Course at SfCTechSkills Toronto
- Senior Member – American Society for Quality
- Lean Six Sigma, Value Stream Mapping and 5S Training; G.R. Technologies Ltd
- Preliminary Round Judge, ASQ International Team Excellence Award Competition; NC, USA
- Seminar on Excelling as an Effective Manager; SkillPath
- Member of the Board – Skills for Change Toronto