

# Christopher M. Duchrow

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## QUALITY ENGINEER | QUALITY CONTROL | QUALITY MANAGER | QMS COORDINATOR

*Entrepreneurial professional devoted to achieving high standards, impeccable ethics and ensuring the safety and well-being of customers and employees.*

- **Highly analytical and detail-oriented Quality Leader** dedicated to positioning businesses for a better future through cost containment, innovation, and continuous improvement initiatives.
- Manager and coach who develops and **grows high-performing teams**.
- **Customer-focused problem solver** who builds trust with stakeholders at all levels through strong collaboration and communication skills.
- **Deep expertise in ISO 9001 and AS9100**, and integral member of audit teams ensuring certification for organizations.
- **Pivots quickly**, responding to business needs with **lightning speed to meet regulations and customer needs**.

NPD | Blueprint/Schematic Reading | Vendor Management | Training Employees | Internal Auditing QMS | Utilize Minitab | Create Quality/Safety Focused Work Environment | Leadership | Mentoring | Facilitating Projects | Lean Six Sigma | ISO 9001 | AS9001 | IATF 16949 | ISO 13485 | Supplier Communication | Customer Communication | FAI | MPAP | PPAP | Control Plans | FMEA | SPC | CA | SCAR | 8D

## CERTIFICATIONS

Lean Enterprises | Six Sigma Black Belt | Health Care Lean Enterprises | AS9100 Lead Auditor

## PROFESSIONAL EXPERIENCE

[Nordco](#) – DIVISION OF WABTEC – Oak Creek, WI

*Manufacturer of roadway work equipment to help keep Railroad tracks in usable conditions*

**QUALITY MANAGER** | Jul 2023-Jan 2025

Hired full time to be their onsite quality expert, and help guide the company into having a culture of quality.

- **Implement quality metrics tracking system** and presented information to the operations team at the Oak Creek, WI and Arcola, IL plants. Also presented data to my manager based out of Kansas City, MO.
- Organized an **improved calibration system** to ensure all equipment was getting calibrated including that of the field service technicians.
- Oversaw implementation of new guidelines for welders to be qualified to per Wabtec standards. This included hiring an external instructor to assist with training and testing of all welders at both facilities.

[BRIGGS & STRATTON LLC](#), GLOBAL TURF & CONSUMER – Burleigh Division, Wauwatosa, WI

*Manufacturer of consumer products including yard equipment*

**QUALITY ENGINEER** | Feb 2021-Sept 2022

Hired full time following contract position. Served as Lead QE on NPD tractor projects. Managed and coached 6 Quality Analysts on tractor and snow production lines, meeting aggressive standards and production goals. Managed supplier relationships to reduce nonconformities. Identified potential improvements to increase quality of products.

- **Created and presented monthly quality data overview** and analyzed and reported findings to management team to pinpoint areas for quality and continuous improvement.
- Chosen to serve as **Subject Matter Expert** and lead auditor on corporate ISO 9001:2015 audit team.

- **Eliminated ~\$100K in transportation hood damage warranty claims** as a result of leading Black Belt project, with focus on crating and employee training.

#### **DUCHROW CONSULTING**, Milwaukee, WI

*Helping organizations in a wide variety of industries find a successful future.*

##### **CONSULTANT** | Jan 2016-Present

Assist organizations with QMS (ISO 9001 / AS9100 / IATF 16949 / ISO 13485) audits to keep or gain certification. Implement ISO 9001 and AS9100 systems for organizations. Create internal ISO 9001 QMS audits, and act as lead contact for external audits. Train employees on the importance of QMS, which clauses apply to their daily work, and the importance of safety at all times.

- **Create calibration programs** based on tooling needs and ensure documentation of calibration.
- **Update procedures and work instruction** to bring them current.
- Put together **PPAPs, Control Plans, FMEAs**.
- Handle source inspections as required by customers.

#### **EXCEL CONNECTION**, Milwaukee, WI

*Leader in cable assemblies and wire harnesses for over 30 years.*

##### **QUALITY CONTROL MANAGER** | Dec 2019-Jun 2020 (laid off due to Covid)

Hired, led, and motivated a Spanish-speaking team of 10 inspectors and 4 engineers in successfully meeting production, customer quality and delivery requirements despite language barriers. Responsible for meeting ISO9001 requirements, point of contact for UL inspector.

- **Increased ability to meet QA standards and on-time deliveries by 25%** by automating cable assembly testing.
- **Improved testing efficiency by 20%** by incorporating Poka-Yoke methods for proper connection.
- **Oversaw RMA process** through planning and scheduling of rework work orders.
- **Increased customer loyalty** by ensuring quality concerns (CAs, SCARs) were handled.

#### **MIDWEST COMPOSITE TECHNOLOGIES**, Hartland, WI

*Pioneer of customer focused manufacturing specializing in new product development prototypes and on-demand production needs through additive and traditional manufacturing methods including 3D printing, metal fabrication, and plastic injection molding. Company sold in April 2019 to private equity company and is now known as Fathom.*

##### **QUALITY MANAGER** | Sept 2018-Apr 2019

Led QA team of inspector, technician, and engineer for all manufactured products. Trained all employees on QMS. Main point of contact for external QMS audit, including 3rd party and customer visits. Oversaw CAs and SCARs to ensure on-time completion meeting the requirements set forth by the standards, customers, or business-related requirements.

- Orchestrated ISO 9001:2015 certification for preliminary audit on second day of employment.
- **Launched ISO 9001 system** within 30 days of start.
- **Launched AS9100 certification process** through the utilization of outside contractor to increase expertise and knowledge on all aspects of the standard.
- **Decreased waste and improved materials inventory tracking** through implementation of NCR process.
- **Responded to medical supply customer needs for documentation of hazardous chemicals** (REACH, ROHS, and Proposition 65 compliance requests) used in manufacturing process through tools including customer websites and BomCheck.

**UNIVERSAL METRICS, INC.**, Menomonee Falls, WI  
*Metal fabrication, metal working, and mobility manufacturer.*

**QMS COORDINATOR** | Nov 2017-Sept 2018

Recruited to upgrade and write new QMS and ISO systems from 2008 to 2015. Controlled all documentation dealing with the QMS and its functions. Main point of contact for external audits of the QMS.

- **Implemented lean principles and practices** to transform company, reduce waste and improve efficiencies.
- **Wrote new Quality Manual** as tool for customer development.
- **Led monthly Management Review Meeting** to meet ISO requirement. Gathered and analyzed data for presentation to leadership team.
- **Reduced workplace incidents** by creating and implementing safety program.
- **Collected PM documentation** to ensure maintenance checks were being completed per process.

**CABLE MASTER**, Milwaukee, WI

*Founded in 1987 as a distribution company focused primarily on specialty wire and cable products.*

**QUALITY MANAGER** | Oct 2015-Jan 2016

Ensured quality standards were met for all wire and cable products assembled at Milwaukee and China plant locations.

- **Revamped quality checking procedures** to empower assembly staff to be more responsible for each piece produced.
- **Enabled quick training of new hires** through creation of work instructions.
- **Created a certificate of conformity** to send with shipped products to show verification of quality inspection.
- **Developed new safety procedures** to include evacuation plan and improved workplace safety.
- **Worked closely with the CEO and COO** to improve quality measures for internal production and external suppliers.
- **Increased order taking efficiency** while reducing duplicate orders through the use of Lean Enterprises tools.

## ADDITIONAL EMPLOYMENT

2004-2015:

ARTOS ENGINEERING | Panel Wirer

AMERICAN CABLE | Warehouse Manager

ACS GROUP | Panel Wirer

DEDICATED COMPUTING | Manufacturing Cell Associate

ABB | Production Associate

ROCKWELL AUTOMATION | Production Associate | Manufacturing Associate

## EDUCATION AND PROFESSIONAL DEVELOPMENT

**MBA in Strategic Innovation / Business Data Analytics**

Ottawa University | Expected Graduation May 2023

**BS in Business Administration**

Ottawa University | 2020

Graduated Magna Cum Laude

**Associates Degree in Quality Management, Lean Six Sigma Black Belt Certification**

Waukesha County Technical College | 2017

Member of Phi Theta Kappa | Member of NTHS

**Associates Degree in Electronic Engineering Technology**

ITT Technical Institute | 2000

**Milwaukee School of Entrepreneurship**