

SARA UPSHAW

DIRECTOR – QUALITY & SERVICE COMPLIANCE

Quality executive with successful experience leading operations and customer service in quality assurance/compliance within large corporate environments – generating significant cost savings. Successful in reorganizing, standardizing, and streamlining processes, policies, and procedures to maximize customer service performance and quality across operations. Highly effective at building and directing cross-functional teams to design and deploy corporatewide, compliant quality systems vital to achieving ISO certifications. Excel at devising and executing compliance tools and business solutions to deliver increased quality, productivity, and ROI. Exceptional skills in process and customer service assessment, key performance measurement, and customer service resolution.

CORE LEADERSHIP COMPETENCIES

- Quality Assurance & Compliance
 - Quality Solution Design & Execution
 - Quality Training & Development
 - Continuous Process Improvement
 - ISO 9002 Certifications
 - Team Leadership & Collaboration
 - Customer Service Management
 - Change Management
 - Performance Management
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PROFESSIONAL EXPERIENCE

AEROSPACE INC. – Annapolis, MD

2008

Quality and Administration Consultant

Manufacturer of small satellites.

Selected to lead start-up activities supporting business administration, quality standards, and compliance functions with accountability for setting up business plan, accounting system, Board of Directors profiles, consulting and non-disclosure agreements, and document/proprietary information control and databases. Establish customer relationship management (CRM) functions, virtual offices, corporate intranet, software requirements, and communications tools.

Selected Achievements

- Expanded sales growth opportunities by selecting and implementing cost-effective and robust CRM software solution that captured and translated business plan into process for making key strategic decisions.
- Improved productivity after standardizing processes and methods, enabling employees to communicate and share information from multiple sites across one platform via Internet-based document repository.

GLOBAL INC. – Irvine, CA

1988 – 2007

Director – Quality Administration & Communications (2001 – 2007)

\$2.9 billion global supply chain management and transportation solutions firm.

Led service operations supporting global quality management systems, ISO certification, and continuous process improvements for corporate quality processes. Recruited and managed internal quality audit department providing audit support for more than 100 locations. Defined methods and created tools to measure and increase visibility of audit results and subsequent corrective actions to organization.

Selected Achievements

- Achieved up to 150% reduction in physical audits conducted as well as 400% decrease in resource allocation through introduction of process to accurately perform audits of field offices remotely versus onsite.
- Generated significant cost savings by delivering computer-based training module for more than 100 quality managers supporting quality improvement system and compliance for ISO 9001 certification.
- Maximized quality performance by developing and implementing four electronic databases with global accessibility for capturing information flow including bulletin boards and document repository for 40,000 documents.

Director – Quality (1997 – 2001)

Directed operations for entire quality management system with accountability for maintaining quality e-tools and process improvements. Served as both internal and external customer advocate for change as well as corporate liaison between executive management and customer for all quality-related issues. Maintained ISO certification for North America with no or few external non-compliance issues for 100 locations and stations.

Selected Achievements

- 300% increase in cost savings after initiating and launching suite of software tools to track and manage quality improvement requests, product non-conformities, and customer complaints key to ensuring ISO 9001 compliance.
- Designed and deployed global data repository to manage publication, review, approval, distribution, and maintenance of documented policies and procedures for 200+ employees, improving productivity 500%.
- Increased customer satisfaction rates and reduced costs by reengineering processes to deliver electronic real-time, automated survey tool that significantly improved both quality standards and compliance across operations.

Manager of Continuous Quality Improvement (1994 – 1997)

Promoted to oversee quality management system and provide support for ISO 9002 certification. Established cross-functional teams to define and draft corporate policies and procedures. Led strategic initiative to transform corporate culture in becoming more quality-driven, customer-focused organization. Successfully persuaded management to include core quality metrics in management performance reviews and MBOs (Management by Objectives).

Selected Achievements

- Secured ISO 9002 certification with zero non-compliance issues by building and leading cross-functional teams to develop and implement a corporatwide quality system across entire North America, becoming only second U.S. company in industry to be ISO certified.
- Boosted employee morale and quality performance after redesigning Document Control job description that provided consistency and standardization of job duties in quality management across field locations/departments.

Manager of Ocean Services (1992 – 1994)

Provided leadership and support in establishing infrastructure to track and manage quality and delivery of ocean products and services. Reported directly to VP of Ocean Services and Quality. Identified key resources and secured government and industry regulatory requirements vital to setting up 13 ocean service offices. Prepared division policies and procedures.

Selected Achievements

- Delivered up to 500% increase in operational performance after diagramming and documenting standardized best practices and processes to deliver customer services across 13 office locations.
- Supported creation of \$25 million new revenue stream by enabling company to enter ocean freight forwarding business; hired staff and established operations, policies, and procedures.

Manager of Customer Relations (1988 – 1992)

Oversaw operations supporting customer relations that included identifying and resolving customer issues and providing customer solutions. Served as lead for escalated customer issues requiring corporate intervention to resolve, ensuring external and internal customer satisfaction.

Selected Achievements

- Reduced customer complaints up to 500% through development and implementation of corporatwide policy to track and manage escalations and reporting of customer complaints and internal non-compliance issues.
- 50-200% decrease in errors per month by assembling and leading project teams in designing and executing standard policies and procedures supporting key customer service processes across 14 divisions.

EDUCATION / CERTIFICATION / AFFILIATION

- **B.S. in Business Administration**
- **M.S. in Quality Assurance (MSQA)**
- **Certified Manager of Quality/Organizational Excellence (CMQ/OE)**
- **Certified Six Sigma Green Belt (CSSGB)**
- **Sr. Member, American Society for Quality (ASQ)**