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## RESUME UPDATE

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Here are my recent accomplishments at an enormous Santa Clara manufacturer of semiconductor equipment.

### **Developed ISO 9000 Business Process Documentation**

- Developed detailed ISO 9000 documentation for many departments including:

|                    |                      |                   |
|--------------------|----------------------|-------------------|
| Document Control   | Engineering          | Finance           |
| Manufacturing      | Marketing            | Operations        |
| Product Management | Product Support      | Quality Assurance |
| Quality Control    | Research             | Sales             |
| Shipping           | Software Development |                   |
- Interviewed over 100 personnel including engineers, programmers, managers, and executives to get information for the ISO 9000 documentation
- Developed over 1000 pages of sophisticated work instructions and flowcharts
- Developed comprehensive, step-by-step work instructions for Quality Assurance Technicians
- Developed up-to-the-minute Training Program and Manual for 8-week course to certify Quality Assurance Technicians
- Coordinated communication with personnel in Texas, Santa Clara, and Japan

### **Created Business Plan for Corrective Actions**

- Designed and flowcharted effective Corrective Action Business Plan for handling "problem logs"
- Interviewed dozens of engineers, managers, executives about implementation of the Business Plan
- Designed and developed probabilistic modeling software to simulate the processing and corrective actions related to hundreds of weekly problem logs
- Consulted with the software designers of the Problem Log and Corrective Action Database

### **Coordinated Writing Team**

- Developed standard format & template for ISO 9000 documentation
- Developed standards for developing highest quality ISO documentation
- Developed and documented standard interview techniques for professional writing team
- Organized and conducted better-than-ever weekly meetings with writing team
- Trained writers in use of Microsoft Word

### **Consulted with Management**

- Consulted with directors and managers about departmental organizational strategies and computer implementation
- Organized and conducted strategy/planning meetings with key personnel from many departments
- Developed Action Plans for many projects division-wide

This client employed the toughest critics I know. I did a great job. I know because they offered me various positions in the company. I declined because as a skilled, professional contractor with many resources, I prefer the variety of working with diverse clients. Thus, I respect both short-term and long-term contract work.

Hope this update helps.

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Regards,

**Mike Hayden**

*"If you think you need an entire staff to get the job done, let me demonstrate I'm the one you want."*