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# **JAMES NELSON AKERS**

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A Quality Systems Engineer with over 10 years of professional experience in the; aerospace, telecommunications, and retail industries with a proven track record of implementing and improving quality systems globally.

## **PROFESSIONAL EXPERIENCE**

**Customer Quality Engineer (September 2005 – present)** reporting to the Quality Manager and responsible for the development and implementation of quality system methods to ensure products continually meet specifications and standards.

**ADVANCED QUALITY SYSTEMS ENGINEER– SIX SIGMA BLACK BELT (JUNE 1999 – SEPTEMBER 2005)**  
REPORTING TO THE GLOBAL CONTINUOUS IMPROVEMENT MANAGER IMPLEMENTING SIX SIGMA AND LEAN ENTERPRISE CONCEPTS THROUGH ALL BUSINESS FUNCTIONS.

*Woodward Governor Company - Rockford, Illinois* JUNE 1999 - PRESENT

### **Key Accomplishments**

- Investigated and recommended alternatives to product designs and manufacturing methods.
- Lead corrective and preventive action committees at multiple levels.
- Lead a team to a 73% scrap and rework reduction of \$120,000 annually and increased first pass yield from 60% to greater than 95% through the use of design of experiments.
- Reduced final goods inventory in an assembly area by 30% and doubled inventory turns through Value Stream Mapping techniques.
- Highly active in Black Belt and Kaizen activities at domestic and international Woodward and supplier sites.
- Designed, implemented, mentored, and provided Six Sigma Champions, Black Belt, Green Belt, Variation Reduction and Lean Enterprise training to hundreds of Woodward members and suppliers globally.
- Project leader for the implementation of an internal electronic statistical process control system for key processes and the Design for Six Sigma strategy.

**ADJUNCT INSTRUCTOR** IN THE ENGINEERING TECHNOLOGY DEPARTMENT COVERING COURSES IN; PRINCIPLES OF QUALITY ENGINEERING AND TQM, FUNDAMENTALS OF STATISTICAL PROCESS CONTROL, SIX SIGMA, AND APPLIED STATISTICS.

*Rock Valley College - Rockford, Illinois* JANUARY 2002 - PRESENT

### **Key Accomplishments**

- Special topics course provided three students with the ability to obtain employment in a depressed economy and one student received a promotion to department leader.
- Enhanced many courses by incorporating valuable employment skills into the curriculum to help students increase their learning ability and obtain employment.

**ADJUNCT INSTRUCTOR** FOR THE COLLEGE OF ENGINEERING, DEPARTMENT OF TECHNOLOGY, INDUSTRIAL TECHNOLOGY PROGRAM COVERING COURSES IN; SIX SIGMA GREEN BELT, SIX SIGMA BLACK BELT, AND PROJECT MANAGEMENT.

*Southern Illinois University at Carbondale - Carbondale, Illinois* APRIL 2008 - PRESENT

**GRADUATE TEACHING ASSISTANT** FOR THE COLLEGE OF ENGINEERING, DEPARTMENT OF TECHNOLOGY, ELECTRICAL ENGINEERING TECHNOLOGY PROGRAM COVERING COURSES IN; DIGITAL FUNDAMENTALS, AC/DC CIRCUIT THEORY, MICROPROCESSOR PROGRAMMING, AND CIRCUIT DESIGN. CONSTRUCTED AND LECTURED ALL LABORATORY ACTIVITIES AND GRADED HOMEWORK AND TEST.

*Southern Illinois University at Carbondale - Carbondale, Illinois* AUGUST 1997 - MAY 1999

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**PROCESS PERFORMANCE TEAM INTERN** REPORTING TO THE DIRECTOR OF QUALITY. TRAINED EMPLOYEES IN QUALITY TOPICS, FACILITATED IMPROVEMENT ACTIVITIES AND ENHANCED AN ASSEMBLY LINE DESIGN THROUGH THE USE OF COMPUTER PROCESS SIMULATION SOFTWARE.

*Honeywell Sensing and Controls - Freeport, Illinois* MAY 1998 - AUGUST 1998

**Key Accomplishments**

-- Responsible for improving cycle time on a new assembly line that resulted in a 13 percent production increase through process simulation techniques.

**SERVICE TECHNICIAN AND SALES ASSOCIATE** REPORTING TO THE SITE MANAGER. CUSTOMER SERVICE REPRESENTATIVE RESPONSIBLE FOR CUSTOMER SERVICE BY PERFORMING INSTALLATION, BENCH TOP REPAIR SERVICE, AND DIAGNOSING EQUIPMENT CONCERNS.

*United States Cellular - Rockford, Illinois* April 1994 - December 1997

**SUPERVISOR** FOR A HIGH VOLUME RETAIL LOCATION WITH PRIMARY RESPONSIBILITY FOR HIRING, TRAINING, AND SCHEDULING 10+ EMPLOYEES NIGHTLY.

*Oscor Drug - American Drug Stores - Loves Park, Illinois* DECEMBER 1989 - JULY 1994

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## **EDUCATION**

Master of Science Manufacturing Systems May 1999

*SOUTHERN ILLINOIS UNIVERSITY AT CARBONDALE- CARBONDALE, ILLINOIS*

Thesis – Adaptation of Cost Modeling to a Manufacturing Environment Through the Use of Computer Simulation

Bachelor of Science Electrical Engineering Technology May 1997

*SOUTHERN ILLINOIS UNIVERSITY AT CARBONDALE- CARBONDALE, ILLINOIS*

Level I Certificate Electrical Engineering Technology July 1995

*ROCK VALLEY COLLEGE- ROCKFORD, ILLINOIS*

Associate of Arts December 1994

*ROCK VALLEY COLLEGE- ROCKFORD, ILLINOIS*

## **CERTIFICATIONS / INVOLVEMENTS**

- American Society for Quality Rockford Section #1205; Chair- 2008, Vice Chair- 2007 and 2009, Secretary- 2006
- Senior Member of American Society for Quality holding certifications as a Certified Quality Engineer (CQE), Six Sigma Black Belt (SSBB), Certified Reliability Engineer (CRE)
- Received Woodward Six Sigma Black Belt Certification in August 2000
- Completed Woodward Leadership Training Series, October 2001
- Completed Supervisor Training Program for American Drug Stores, May 1991
- Chair of Industrial Advisory Board for Industrial Technology at Southern Illinois University
- Rock Valley College Engineering Technology Advisory Committee member

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## **SPEAKING ENGAGEMENTS**

- Quality Expo Detroit, Detroit, MI.  
    "Six Sigma for Small Business," "Lean for the Quality Profession" June 2008
- SIU ASQ Chapter Spring Conference 2007, Carbondale, IL.  
    "Six Sigma Tools Applied", "Lean for the Quality Profession" April 2007
- Rockford ASQ Chapter February dinner meeting, Rockford, IL.  
    "Six Sigma for Small Companies," February 2006
- MTEC - Manufacturing Technology Expo and Conference, Rockford, IL.  
    "Six Sigma for Small Business," May 2005
- SIU ASQ Chapter Spring Conference 2005, Carbondale, IL.  
    "Six Sigma Basics and the Future," April 2005
- Rockford ASQ Chapter September dinner meeting, Rockford, IL.  
    "Six Sigma Past, Present, and the Future," September 2004