

MADHU DASON

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EDUCATION :

University of Central Arkansas, B.S. Physics (Major), Mathematics (Minor)
University of Mississippi (Ole Miss), Physics (Masters)

SKILL SET :

- Engineering, Project and Quality Management and Leadership
- Lean improvement, Six sigma, 5S, FMEA, 8D, TPM, SPC consulting and training
- Manufacturing and Engineering design/process management and Readiness Reviews
- Influence stakeholders through clear communication and management skills, and business acumen
- Successfully manage change control
- Resource allocation, staffing profiles, project organization charts, managing across multi-functions
- Communication - Manage Customer and Senior Leadership Team expectations and ensure Roles and Responsibilities are understood by all team members.
- Influence, conflict and negotiation management
- Schedule Performance Management, reporting, critical path, milestone monitoring, analysis and correction measures
- Cost Management – labor, material, capital
- Risk Management - calculate and address risk, define risk reduction activities and prove an ability to avoid negative project impact
- Issue management- resourceful tracking and response to improve risk situations both internal and by customer
- Prioritize, organize and coordinate work activities to complete work efficiently; use financial information for planning purposes, foresee potential obstacles and create plans to meet timetables; achieve high level of productivity by managing time, priorities and effort; seize opportunities to significantly improve business processes and results; produce work of exceptional quality.
- Understand product lifecycle and end-of-life processes
- Ensure team commitments, interfaces, roles and responsibilities are well defined.
- Influence product and technology roadmaps and work with Product Management to plan for future customer and market requirements
- Influence senior management decisions and obtain buy-in
- Successfully analyze product requirements and participate in defining business development strategies
- Coach, mentor and manage engineering and quality teams
- Train and utilize problem solving tools for continuous improvement
- Promote products and processes that reduce environmental impact
- Display constant respect for the individual

WORK EXPERIENCE :

Technical Services and Quality Manager (Feb 2007 Contract) – Think Appliances Pty. Ltd.

- Resolution of quality and technical issues with manufacturing sites based in Europe
- Implementation of business and quality systems for a appliance distribution, service and spare parts business
- Complete project management for relocation of service call center operations from interstate to Victorian operations (all aspects including logistics, IT, telephony systems and human resources)
- Technical support and advise for product after-sales service
- Reduction in service and spare part costs
- Management of sub-contract service agents nationwide
- Manage and advise a staff of 8 call center staff and two technical staff
- Delivery of new software solution for service center operations

Accomplishments :

1. Project managed the relocation of the entire customer care service and spare parts center from Queensland to the Melbourne HQ. This included all aspects of tear down of the old facility and setup i.e. hiring of new staff, office relay-out and facilitation, setting up of all IT infrastructure, liaising with external subcontract IT organizations for operation critical software, setup of telephony systems for a call center and seamless phase in-phase out of operations.
2. Setup of incoming inspection controls and non-conforming product controls in a warehouse environment
3. Quality and defect reporting to multiple manufacturers and internal quality updates
4. Document repository and collation of all technical drawings and documents using a central document control methodology with an integrated key word search engine
5. Management of internal service technicians and third party appliance service agents nationwide
6. Planning and deployment of technical sharing forums for service agents state-wide and nation-wide.
7. Project management of software solution (Lotus Notes Service Desk) for the service call center, service agents and spare parts including integration with current business software

Quality Control Manager (Feb 2005 to Feb 2007) - Australian Arrow PTY LTD/Yazaki Corporation

- Implementation of world class quality and manufacturing systems for the automotive industry
- In-process and outgoing quality engineering management
- Strategic business planning
- Capital expenditure and capacity planning at factory level
- Lead initiative for first pass success for product and process introduction from design to production (internal APQP production phase restructuring)
- Non-conformance reporting (N.C.R. database)

- QCC project selection, assessment and team building
- Leadership of zero defect cross-functional teams for high volume products
- Web-based quality system reporting
- Enhanced Process and Product Auditing
- Development of university collaboration with manufacturing industry for knowledge transfer and technical report writing and publication
- Introduction of design of experiment techniques (RMIT collaboration)
- Skill-up of quality operators (metrology, FMEA and Control plan training and basic statistical knowledge)
- Managed a staff of 15 operators and 5 engineers

Accomplishments :

1. Introduced a state of the art web-based non-conformance reporting (NCR) database application that is linked to a email client for real time follow up and update of outstanding actions whilst removing the need for additional resources to “chase-up” actions. This also enabled auto reporting of defect levels to be used for KPI planning and reporting
2. Introduced additional features into the APQP (Advanced Part Quality Planning) system that incorporates detailed readiness documentation and project critical detail into new product introduction (NPI) which is captured during stage gate reviews
3. Introduced a web-based application database for tracking customer driven, design and manufacturing changes on the production floor using barcode scanners integrated to production equipment to establish breakpoints to customers
4. Managed the training department staff and introduced a intranet training application form that can enable staff to plan and conduct training.
5. Introduced video based training for step by step motion studies to train new operators on New Yazaki System (NYS) and Toyota Production System (TPS) methodologies
6. Introduced the first statistically driven design of experiment (DOE) initiative for the factory on a key dip soldering process under a collaboration scheme initiated with Royal Melbourne Institute of Technology. A technical paper was prepared and documented as well as used by graduate student as a technical publication.
7. Management of cross-functional engineering teams to drive zero defect (Monodukuri) methodologies with defect and action plan reporting with strict follow up and genba presentations to management
8. Active championing of factory 5S standards for shopfloor and office operations with regular auditing to set targets and scores with the emphasis on continuous improvement activities through a Kaizen initiative.
9. Individual goal planning for all staff, KPI reporting and performance appraisal for performance management

Technical Staff Engineer, Equipment Engineering (April 1998 to Feb 2005) - On Semiconductor

Technical Achievements :

- New Process Development and process characterization
- New equipment platform management, equipment buyoff and characterization.

- a. Muehlbauer High Speed Tape and Reel (TNR) equipment for wafer scale packages
- b. Hanmi automated coverlay taping for QFN packages (non cavity molded)
- c. DEK Screen printing of thin film epoxy and solder bumps
- Research and development on leading edge bonding materials.
 - a. Advanced thin film (25 and 50 um) adhesives for wafer back coating
 - b. High thermal conductivity paste epoxies for power products
 - c. Silicone (pressure sensitive) and phenol (hot melt) based adhesives
- Wafer Scale Packaging tape and reel new process characterization.
 - a. Selection of carrier tapes for wafer scale packages
 - b. Laser marking on bare silicon for wafer scale packages
- Technical project management.
 - a. Wafer Back Coating for advanced packages
 - b. Automated leadframe taping
 - c. Wafer scale packaging using tape and reel equipment

Process Automation Section Head (Mar 1997 to April 1998) – Motorola Inc.

- Design, development and qualification of pcb conformal coating and capping equipment for Radio Frequency Power Modules back-end processes.
- Sourcing and testing of low viscosity conformal coating for metal can capping for Gallium-Arsenide (GaAsFET) RF modules.
- Design development of angular mechanical capping for plastic covers for bipolar RF modules.

Radio Frequency Process Engineering Section Head (Mar 1993 to Mar 1997) – Motorola Inc.

- Process engineering and process development leadership.
 - a. Wafer scale inspection
 - b. Eutectic die bonding process
 - c. Gold wire bonding process (wedge and ball bonding)
 - d. Conformal coating with atomizer end-effector and subsequent UV curing
- Short cycle time new product introduction and pilot line management.
 - a. World class production readiness cycle time to achieve TTM(Time to Market)
- Managed a staff of 10 engineers (Process and Product engineers)

Quality Engineering (Oct. 1991 to Mar. 1993) – Motorola Inc.

- Customer return/failure analysis, response to customer cycle time management and reporting through 8D methodology. Emphasis on prevention of recurrence.
- Motorola recognized FMEA instructor
- FMEA (Failure Mode and Effects Analysis) training and practical with cross functional teams.
- Failure analysis of customer returns.
- Process/product audits for corrective action completion and verification of effectiveness.
- Implementation of Motorola short cycle time methodology for New Product Introduction.

National Center for Physical Acoustics, Oxford, Mississippi – R&D June 1988

- Underwater Low Frequency Acoustic Imaging.
 - a. Imaging of spherical air bubble in catfish using low frequency back scattering signals to enable catfish pond yields

- Transducer/Architectural Acoustics.
 - b. Measurement of frequency response from loudspeakers at various locations for near field and far field responses.
 - c. Determination of sound decay in large auditoriums
 - d. Selection and testing of acoustic material to determine acoustic absorption values for optimum sound dispersion/damping in listening areas.
 - e. Individual component noise measurement from a complex sound source
 - f. Measurement of automotive engine noise as a complex source to determine individual component noise levels

TECHNICAL PUBLICATIONS/ACHIEVEMENTS

Seventeen patent disclosures (available upon request)

Four patent filings :

- “Method and apparatus for dispensing a Congealable Liquid” (Atomizer valve for dispensing conformal coating)
- “Tape solder for dispensing process onto Low pack type package”
“Process to attach solder paste to a polymer tape”
- “A solder paste dispenser and solder paste printer”
- “Automated solder paste dispenser” (Commercially viable)

Engineering Awards

- Engineering Excellence Award for design and development of fully automated capping tool for Radio Frequency Power Modules
- Process Characterization for Selection of Masking tape for QFN map molded leadless packages
- Thin film laminate epoxy for discrete semiconductor packages – A Process Capability Study
- Best paper award for Process Technology Category for thin film epoxy laminate (On Semiconductor Annual Technical Symposium 2004)

External paper presentations

- IEEE - Epoxy wafer back lamination technology for semiconductor packages
- Semicon Singapore - QFN masking tape and corresponding adhesive technology

COMMUNICATION SKILLS:

Excellent command of English
 Possess strong analytical skills
 Excellent oratory and writing abilities
 Excellent people and facilitation skills
 Strong technical paper and presentation skills
 Excellent project management and execution skills

COMPUTER SKILLS

Proficient in all MS Office applications
 MS Project
 Understand PC hardware and software (troubleshoot and repair)
 Excellent research abilities (text and internet)

TECHNICAL SOCIETIES

Senior Member IEEE (6 years)