



Mark Ripple - *BBK Southfield*

Mark performs quality related and technical problem solving functions at client locations.

He has a proven ability to help clients reduce scrap, improve FTQ and improve quality indicators as they relate to customers. He has expertise in developing and implementing training programs that help client personnel be more effective in problem solving strategies.

Mark has more than 21 years of hands-on experience.

Background

- Automotive
- Machinery
- Chemicals

Professional Experience

As a Customer Focus Manager at Magna BIS, Mark developed and implemented the Top 5 Customer Complaints Program as well as a scrap reduction plan that used Top 5 and Red-X Strategies; he implemented training for effective problem solving strategies.

Mark spent 12 years at General Motors. As a Senior Supplier Quality Engineer, he coached Shainin Red-X Engineers and GM suppliers in GM Supplier Quality. He was a SWAT team problem solver who was deployed to supplier locations to handle complex problems. As an F-Car Coordinator, he functioned as a liaison between Engineering, Plant and Supplier Quality. He was also a team member in the development of the F.A.S.T. Process, the development and training of the GM GP-11 Prototype Process, and he served as a PPAP engineer and layout inspector.

Earlier in his career, Mark was a Quality Supervisor at Farathane, Inc. In this role he was a Quality Supervisor for a plastic injection molding operation; and he served as Lab Technician in the research and development of polyurethane plastics for various automotive and non-automotive applications.

Education and Certifications

- Master of Science, Administration – Central Michigan University
- Bachelor of Science, Industrial Administration – Central Michigan University
- Associate of Science, Metrology and Calibration – Macomb Community College
- Associate of Science, General Studies – Macomb Community College
- Shainin Certified Red-X Master Statistical Engineer