



Edward Eisermann Jr.

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Senior Consultant Quality System Development

A unique combination of management and engineering skills in the areas of quality system development, product reliability and service over site, problem solving, flow process design for both an office and factory environment. Skilled system and process auditor. Successful plant operation management experience.

A thirty-three year career with the Trane Company, the No.1 manufacturer of commercial system comfort and industrial cooling products. Proven record of delivering projects on plan with results that met or exceeded the defined "charter". Viewed as a team leader who was recognized for being a team player, people motivator and doer capable of communicating at all levels within an organization.

Areas of expertise include:

<ul style="list-style-type: none"> • Quality System Development <ol style="list-style-type: none"> 1. Crosby's 14 Elements 2. ISO 9001 20 Elements 3. Baldrige Criteria 4. ASME Pressure Vessel Code • Problem Solving (Six Sigma) <ol style="list-style-type: none"> 1. Flow Charts and Mapping 2. Cause and Effects 3. Failure Mode Effects Analysis 4. Brainstorming 5. Consensus decision making • Customer Technical Service <ol style="list-style-type: none"> 1. Product Technical Literature 2. Customer Complaint Resolution 3. Customer negotiation 4. Service/Reliability Design Reviews 	<ul style="list-style-type: none"> • Flow Manufacturing (Pull Processing) <ol style="list-style-type: none"> 1. Office Activities 2. Factory Activities 3. Supplier Activities 4. Operation Method Sheet • Auditing <ol style="list-style-type: none"> 1. Internal Auditing 2. Supplier Auditing • Manufacturing <ol style="list-style-type: none"> 1. Welding and Brazing 2. Sheet Metal Processing 3. Assembly and Test 4. Union Environment • Teaching <ol style="list-style-type: none"> 1. Internal, Community 2. University Wisconsin Extension
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Education:

B.S. Degree in Metallurgical Engineering – Michigan Technological University 1962.

Work Experience

Trane Commercial Systems LaCrosse Wisconsin

Director Quality Assurance (1996 to 2002)

Acted as an internal consultant to 8 domestic and 2 internal (France and China) manufacturing facilities with one billion dollars in annual sales. Acted as an internal consultant for the implementation of the ISO 9001 standard at each location between 1996 and 2000. Lead the implementation of the ISO Standard in a pure Engineering Development and Test Environment

Assist in Quality Manager selection for all locations. Conduct periodic internal audits of all facilities. Work closely with the distribution arm of the organization to monitor product delivered quality and assist in the corrective action of significant in-house and field quality issues. Assist sales in marketing the organization's world-class quality products through periodic meetings with current and potential customers.

Revised all the company's commercial products warranty and service in 2002.

The Trane Company – LaCrosse Wisconsin

Research Metallurgist 1969-1973	Specialty steel, gray iron castings and powder metals
Weld Engineer 1973-1974	TIG, GMAW, FCAW, SAW and SMAW
Chief Inspector 1974-1982	Managed 100 Inspectors Created first ASME Code Quality System Manual
Quality Assurance Manager 1982-1986	Crosby's 14 element implementation team
Operations Manager 1986-1989	Management Plant of 150 staff Improved Quality, Safety, Housekeeping, Morale and Financials 1988- Published in April Quality Progress
Quality Assurance Manager 1989-1996	1991- Lead Trane application for the national Malcolm Baldrige Award 1994 - Lead successful implementation of ISO 9001 certification for the LaCrosse Business Unit, 2100 employees Managed the technical service group of 10 engineers who supported the field organization with literature, trouble shooting and training
Quality Assurance Director 1996-2002	1996-2000 assisted with ISO certification in 6 plant locations across North America 1998 – Lead ISO 9001 certification in an Engineering/Test Lab setting. 2000 – Completed 6 Sigma Black Belt Training