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Richard Hill

Who I am

- An experienced ISO 9001, TL 9000 and ISO/IEC 17025 quality management systems practitioner
- A RABQSA certified quality management system auditor dedicated to bringing value to the client
- An instructor who is passionate about quality and learning
- A consultant with excellent oral and written communication skills, and a focus on both the details and the big picture

Professional experience

2009-present 1259755 Ontario Limited

Quality Management Systems Consultant

I offer consultation, auditing and customized training services to organizations seeking to implement, maintain or improve a QMS

I deliver ISO 9001 overview, internal quality auditor and lead auditor training for BSI Management Systems

I perform ISO 9001 and TL 9000 registrar audits for SGS Systems and Services Certification

2002-2009 Nortel – Enterprise Voice Belleville, ON

Quality Prime

Obtained the cooperation of 600+ employees in maintaining the business unit's quality management system, and its ISO 9001 certification, with only one minor nonconformance raised in seven annual external audits

Planned and managed QMS transition from 1994 to 2000 version of ISO 9001 and from site-based to business-based scope, resulting in a successful certification upgrade

Facilitated successful certification of audio lab to ISO/IEC 17025 (wrote quality manual, conducted internal audits and management reviews, consulted)

Developed and delivered quality, process and auditor training and awareness sessions (60+ new internal auditors trained over several years)

Planned and coordinated annual ISO 9001 internal quality audit program and corrective, preventive and improvement action activities

Performed ISO 9001, TL 9000 and ISO/IEC 17025 internal quality audits

Developed, implemented and maintained quality and R&D processes

Coordinated review and update of quality documentation (including the writing, updating and editing of many documents)

Prepared for and coordinated quality management reviews, annual external ISO audits and one CMMI gap assessment

Trained and worked as a Green Belt on a Lean Six Sigma project team

Performed quality system consulting and mentoring

2000-2002 Nortel – Enterprise Voice Belleville, ON

Software Integration and Loadbuild Prime

Primed software integration and loadbuild activities and change

management tracking system globally
Performed audits as member of internal quality audit team

1998-2000 Nortel – Information Services Brampton, ON

Senior Analyst and Team Leader

Led successful implementation of Y2K code remediation program
Led two systems support teams
Managed business metrics reporting project

1982-1998 Johnson Computer Software Team Toronto, ON

Software Engineer

Performed software design, development and maintenance

1978-1982 Advertising Management Systems Toronto, ON

Programmer / Analyst

Performed software design, development and maintenance

Education

1978 Control Data Institute Toronto, ON

Programming Technology (diploma)

1971-1980 University of Toronto Toronto, ON

Bachelor of Arts (4-year degree)

Training

2009 – TL 9000 R5.0/4.0 QMS Auditing (QuEST Forum/SAI Global)
2009 – TL 9000 R5.0 Requirements Delta (QuEST Forum)
2009 – TL 9000 R4.0/4.0 Lead Auditor – RABQSA certified (SAI Global)
2009 – TL 9000 Release 4.0 Requirements (QuEST Forum)
2009 – TL 9000 Release 4.0 Measurements (QuEST Forum)
2007 – CMMI v1.2 upgrade (SEI)
2007 – Lean Six Sigma Green Belt (Rath & Strong)
2006 – ISO 17025:2005 Internal Auditor (Business Resource Centre)
2005 – Introduction to CMMI v1.1 Staged & Continuous (SEI)
2003 – ISO 9001:2000 Lead Auditor (BSI Management Systems)
2003 – Success Through Risk Management (Construx)
2002 – ISO 9001:2000 Internal Auditor (Business Resource Centre)
2002 – ISO 9001:2000 Transition (QMI)
2000 – Leadership Through People Skills (Psychological Associates)
2000 – ISO 9001 Internal Auditor (QMI)
1999 – Project Management Tier 1 (Center for Systems Management)

Certifications & memberships

RABQSA certified QMS Auditor
SGS SSC approved ISO 9001 & TL 9000 Lead Auditor and TL 9000 Technical Reviewer
SEI qualified CMMI-DEV Appraisal Team Member
Member, American Society for Quality (ASQ)
Government of Canada security clearance: Reliability Status (RS)

Skills

Microsoft Office (Excel, FrontPage, Outlook, PowerPoint, Word)
Adobe FrameMaker
Open Text Livelink

References

List available upon request