Colleen Jackson’s Biography

My Quality Management System (QMS) career started in Ogden, Utah in 1994 with Morton International, now Autoliv. I developed the quality management systems of this multi-plant, tier-one supplier to the automotive big-three to obtain and maintain QS9000 certification.

From Utah, I moved back to my home state of Wisconsin and into a Quality Systems position with Trostel, in Lake Geneva. Trostel had a multi-plant structure. This facility was also QS9000. After several years, I moved to a Quality Systems Engineer position with Zenith Sintered Metal Products (Now GKN). Zenith Sintered Metal Products obtained ISO9001 certification for 3 facilities in 10 months.

Then I made the switch to Aerospace with 2 years as a Quality Engineer for Ace Precision in Menomonee Falls/Oconomowoc. There, I audited Five NADCAP processes (Welding, Nondestructive testing (penetrant inspection), Laser operation, Plasma Spray, and Heat Treating). My current position is Lead Auditor for Astronautics Corporation of America. Both Ace Precision and Astronautics have repair stations and design functions. I have worked with different branches of the US government and different types of civil services.

My experience includes, but is not limited to:

-AS9100 Aerospace Quality Management System (QMS)

-IS09001

-Federal Aviation Administration (FAA)14 Code of Federal Regulations (CFR) Part 21 Manufacturing Inspection District Office (MIDO) FAA Production Approval Holders (PAH) and Supplemental Type Certificate (STC) Holders

-FAA 14 CFR Part 145 Repair Stations,

-EASA Certified Repair Station (Dual release only)

-CASE audits (Consortium of Airline Supplier Evaluation)

Additional Accomplishments:

1. Graduated with a Bachelor’s of Science in Biology/Chemistry from UW-Stevens Point (1986)
2. Implemented a lot number-date code product traceability system in a Calgary, Canada magnesium-mold company in 2000. Their main customers were power-tool manufacturers.
3. Was a 2004 Speaker at the Quality Expo International – How to Implement ISO9000 in a Machine Shop Job shop environment.
4. Attended 2006 Quality Clinic – Hamilton Sundstrand – Mistake-proofing
5. Attended a seminar, Evaluating the Impact of your internal audit program – Rich Barish September 2008
6. Attended a seminar in 2009, How to become an effective trainer. Given by National Seminars Group, Rockhurst University Continuing Education.
7. 2008-2009 Quality site lead for the corporate implementation of an ERP Enterprise Resource Planning system. The company implemented: IFS (Information Financial System).
8. Took part in a 2010 Kaizen event on the Engineering Change Order (ECO) process. Moved from hard-copy paper to electronic ECO creation and approval. Saved 25,000 the first year.
9. Volunteer at the 2016 World Conference on Quality and Improvement