

Dana Stojic M.Eng., P.Eng., CMQ/OE, CSSBB

(647) 574-6717 | DanaStojic@outlook.com | linkedin.com/in/danastojic

QUALITY MANAGEMENT LEADER

Result oriented professional renowned for expertise in process improvement, quality management, and project management. Strategic mindset with a wealth of experience to drive operational excellence and deliver value to stakeholders with certifications including the American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence and ASQ Six Sigma Black Belt. Extensive history in root cause analysis, data analysis, and process improvement initiatives. Lead auditor IMS ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

AREAS OF EXPERTISE

Quality Management | Engineering Expertise | Leadership Management | Communication | Collaboration | Project Management | Risk Management | Process Improvement | Strategic Thinking and Planning | Presentations | Regulatory Compliance | Quality Auditing

PROFESSIONAL EXPERIENCE

Per Quality

March 2024 - current

Quality Management Specialist

Provided consulting services to organizations in preparation for ISO certifications, conducting internal audits to ensure readiness. Achieved Lead Auditor certifications for IMS ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018, gaining extensive knowledge of auditing standards, audit processes, compliance requirements, and quality, environmental, and occupational health and safety management systems.

Enbridge Gas Inc.

September 2016 - February 2024

Specialist, Quality Management, December 2020 - February 2024

Developed and implemented quality policies, procedures, and training, conducted audits, gap analysis, and lead improvement projects, provided guidance on quality management and fostered a culture of excellence.

- Spearheaded the enhancement of quality management processes by creating frameworks, a comprehensive quality policy, and companywide online training modules, while also cultivating a quality culture through surveys, workshops, consultations, and in-person training sessions attended by over 250 individuals.
- Led and guided six pilot projects, applying Define-Measure-Analyze-Improve-Control (DMAIC) methodology, effectively demonstrating the relevance of Quality Management principles to the utility company, resulting in the identification of over \$13 million in cost-saving recommendations.
- Developed DMAIC templates to streamline Quality Management improvement projects, thus diminishing the dependency on direct involvement from Quality Management teams.
- Created an Asset Life Cycle Control Plan template outlining key stages (planning, design, procurement, fabrication, installation, commissioning) with steps, inputs, outputs, and controls. Designed to prevent errors from progressing, ensuring smooth asset life cycle management.
- Provided Six Sigma guidance, conducted cost analyses, risk assessments, and problem-solving sessions, to align with organizational objectives, supporting project teams to enhance outcomes and overall success.
- Served as a pivotal resource person for matters related to quality management and compliance, providing valuable guidance and mentorship to team members.
- Performed thorough gap assessments to align the company's quality management system with ISO 9001 and ISO 29001 standards. Analyzed disparities between the Integrated Management System (IMS) and ISO 9001, providing insights for alignment, process optimization, and compliance enhancement.

Senior Quality Engineer, June 2018 - December 2020

Formulated project plans to align Quality Assurance activities and conducted thorough reviews, clarifications, and alignments of Quality Management processes and procedures.

- Led the development and presentation of a project plan for a Quality Management System change proposal, conducting gap analyses and laying the foundation for improvement initiatives.
- Created detailed action plans to resolve nonconformities from internal audits, collaborating with stakeholders for successful resolution.
- Compiled and published the Quality Management team manual, enhancing clarity and accessibility.
- Led workshops to revise Quality Assurance checklists, prioritizing risk-ranked questions for operational efficiency and compliance.
- Investigated non-compliances related to plastic pipe connection construction procedures, suggesting enhancements and implementing alterations to improve processes and maintenance.

Senior Project Manager, Technology Development, September 2016 - June 2018

Served as a liaison between a research and development consortium and internal stakeholders, evaluating innovative technologies for enhancing safety, reliability, and operability within the natural gas distribution company.

- Engaged in assessing the effects of hydrogen blending on gas distribution systems, involving international collaboration and leadership in industry task groups focused on establishing blending guidelines. Represented the company in the HyReady international task group to determine allowable blending percentages, and chaired the AGA/CGA work group to consolidate knowledge and resources for guiding blending practices.
- Represented the company in NYSEARCH, a consortium of gas companies, participating in research and development projects. Assessed technologies like drones for pipe inspections and human sensitivity to gas odorants, aiming to enhance safety and innovation in gas distribution.

Toronto Hydro**September 2011 - August 2016****Supervisor, External Demand Planning and Relocations, December 2012 - August 2016**

Managed projects involving the relocation of Toronto Hydro-owned infrastructure for government agencies and companies.

- Oversaw the incoming customer connection requests process, coordinated creation of legal agreements, oversaw calculations of capital contribution deposits and reimbursement calculations. Interacted directly with customers to resolve complex issues and minimize escalations.
- Managed intake and coordination of over 70 relocation projects annually, encompassing collaborations with major entities such as Metrolinx LRT, TTC, City of Toronto, Ministry of Transportation, and various utility companies. Ensured smooth transitions for clients and timely project completion.
- Investigated legal claims involving TH Utilities, uncovering instances of incorrect installation, incomplete work, environmental impact issues, and documentation errors. Reviewed 3rd party relocation requests for accuracy and completeness.
- Oversaw the utility company coordination/markup process, resulting in a 30% reduction in processing time while implementing departmental metrics to boost efficiency and customer satisfaction.
- Maintained compliance with regulatory bodies, achieving full ESA audit compliance for three consecutive years.
- Participated in risk assessments for electrical company, contributing to informed decision-making and proactive mitigation strategies to ensure safety and operational integrity.

Compliance and Quality Engineer, September 2011 - December 2012

- Played a pivotal role in preparing the New Product Introduction process, designing processes, defining KPIs, and identifying key areas impacted during product launches.
- Spearheaded a successful pilot quality improvement project introducing root-cause analysis methodology, demonstrating its effectiveness in pinpointing potential issues. Identified system design as a possible root cause for flooded underground vaults, showcasing the efficacy of quality management techniques.
- Developed quantitative metrics utilized by Supply Chain and Quality teams to measure supplier performance and investigated equipment failures to ensure product quality and compliance standards were upheld.

ADDITIONAL EXPERIENCE**ZENN Motor Company****Warranty & Service Manager**

Established and led the Warranty and Service Department, overseeing team building, process development, and technical support. Developed reporting structures for failure trend analysis and warranty accrual assessment. Interacted directly with customers to resolve complex issues and developed departmental metrics for efficiency and quality improvement.

- Shortened warranty claims processing by 70% through process optimization and software implementation for claims processing and parts ordering.
- Accrued accurate warranty budget by analyzing failure data to predict trends and implementing issue resolution programs.
- Evaluated organizational readiness for IATF 16949 quality management system implementation.

Magna Closures**Senior Warranty Engineer**

Developed a comprehensive warranty improvement strategy, including standard operating procedures and policies for returned parts analysis; implemented a monthly warranty reporting system. Coordinated warranty activities based on data analysis, prioritizing tasks, and identifying critical improvement areas. Trained in Six Sigma methodology.

- Coordinated root cause analysis activities, provided management guidance on warranty issues, summarized failures per product line, generated trend reports, represented the company with OEMs, and collaborated on predicting warranty failures with reliability teams.

Chrysler Canada Inc.**Plant Vehicle Engineer**

Investigated and resolved customer complaints, process/product quality issues, and functional concerns. Trained in Shainin methodologies and achieved notable accomplishments, including resolving engine coolant leaks, and identifying calibration issues.

- Investigated windshield stress cracks, resulting in a 59% reduction in warranty costs.
- Reduced warranty costs related to A/C system leaks by 30% and addressed binding ashtray issues, successfully reducing customer complaints by 91%.

EDUCATION, PROFESSIONAL DEVELOPMENT AND TRAINING

Master of Engineering (M.Eng.) in Mechanical Engineering | University of Zagreb

Lead Auditor IMS ISO 9001:2015, ISO 14001:2015, ISO 4500:2018 | ASQ Certified Manager of Quality and Organizational Excellence | ASQ Certified Six Sigma Black Belt | Chrysler Education Center – Shainin Red X, KT Training | Magna Training Centre – Quality Management and Reliability

PROFESSIONAL AFFILIATIONS AND LEADERSHIP

Chaired the American Gas Association (AGA)/Canadian Gas Association (CGA) North American Hydrogen Power to Gas task force | ASQ Section Leadership Team Member | ASQ 2022 Section Secretary | ASQ 2024 Program Chair