

**PAI**303 Bagot Street, Suite 501 Tel: (613) 545-3303 jhparker@parker-inc.com
Kingston, ON, K7K 5W7 Fax: (613) 545-1154 www.parker-inc.com**Parker & Associates, Inc.**

KEN J. MACKENZIE

EDUCATION

- 1996 Geometric Dimensioning & Tolerancing Certificate, Okanagan University College, Kelowna, British Columbia
- 1996 STAT-A-MATRIX Course in ISO 9000 Lead Auditing
- 1995 Statistical Process Control Refresher Seminar, Jonathan Morris Consultants
- 1994 STAT-A-MATRIX Course in ISO 9000 Quality Auditing
- 1984 Quality Engineering Course, American Society for Quality
- 1980 Statistical Methods for Quality Assurance, Ryerson Polytechnical Institute, Toronto, Ontario
- 1974 Electronic Engineering Technology Diploma (Honours), Sheridan College, Brampton, Ontario

EXPERIENCE

2005 - present **Manager Technology and Quality Assurance, Parker & Associates, Inc., Ontario, Canada**

1. Manages and evaluates technical aspects of project quality, including:
Establishes QA procedures, standards and evaluation criteria for technical project assignments.

Supervises the preparation of accurate and timely technical documentation.

Prepares, reviews and evaluates technical project documents.

Works with technical staff and clients to resolve project technical issues.

Conducts post-project evaluations to assess quality and performance standards.
2. Manages the Technology Department, including:
Provides direct supervision and evaluation of PAI engineering and technical and IT staff and Associates.

Provides technical supervision and monitoring of Associates.
3. Performs or arranges for QA Audits of Departments and Projects to ensure that existing procedures are followed.

2002 - present **Quality Management Consultant, KMack Quality Services, Ontario, Canada**

1. Retained by **SNC-Lavalin PAE** as Corporate Quality Assurance Manager, on projects with the Canadian Department of National Defense in Afghanistan and Bosnia.

Established and implemented a corporate Quality Management System (program) and theatre-specific Quality Management Plans in compliance with ISO 9000:2000 in a service environment, concurrent with providing the specified support services and staffing the quality departments at each location.

Liaised with senior DND personnel in their assessment of our performance in a unique application of methodology to judge performance excellence, with a direct and corresponding result in the company's profit margin on the program.

2. Contracted by **Parker & Associates, Inc.** as Project Manager.

Rewrote the company's Quality Management System manual.

Supported the preparation of an Expert Witness report

Wrote significant portions and managed the preparation of bid proposals for a major multinational manufacturer (SEPTA, PATH)

Co-authored, edited and compiled the final version of a technical paper entitled "Stainless Steel Railcars for Metro and EMU Railways – North American Experience", and created the presentation (in MS PowerPoint) that was given at the Nickel Development Institute's conference in Mumbai, India.

2000 to 2002 **Director Quality Assurance and Testing, Bombardier Transportation, Ontario, Canada**

Responsible for all aspects of the Quality Assurance and Testing programs at Kingston ON and Burnaby BC plants, covering transit vehicle contracts for B.C. Transit (Skytrain), the Port Authority of New York and New Jersey (JFK Airport), and the initial portion of the Las Vegas Monorail program.

Both plants are registered to ISO 9001. Duties included direct supervision of middle quality management personnel, budget preparation/control, new bid preparation (for Q.A./Test activities), direct liaison with clients and setting Quality Policy for the plants under my control.

Responsible for the quality of detail fabrications to Bombardier's sister plant in New York State on a contract with the New York City Transit Authority.

1996 to 2000 **Quality Management Consultant, KMack Quality Services, Ontario**

1. Contracted with **Rapid Transit Project 2000** (B.C. Transit), to provide inspection, quality auditing and process monitoring services, as well as to represent their interests at Bombardier's plant in Kingston, Ontario. Covered the vehicle design, production and delivery for the next

generation (the Millennium Line) of sixty (60) Skytrain automated rapid transit vehicles.

2. Retained by **Richard Jones Management Consultants Inc.**, specializing in Quality and Transportation Safety consulting work. His association with RJMCI provided him with a strategic alliance to the Canadian Standards Association (CSA), and with the Quality Management Institute (QMI), the largest ISO registrar in North America. Ken wrote significant portions of a new CSA Standard covering Carrier Safety Management, a guideline document to assist in the implementation of Carrier Safety Management and created an Audit Checklist for use in registering organizations. He also created marketing presentations to obtain industry acceptance of the Carrier Safety Management system.
3. Retained by **DeLeuw Cather** International to satisfy their short term need for a Welding Inspection Specialist on a steel bridge project under construction in Abu Dhabi, U.A.E. Reviewed the design documentation as it pertained to the welding/NDT processes, prepared a training course to cover the relevant aspects of the project, then conducted training sessions with DeLeuw personnel to enable them to effectively evaluate the quality of the welds, and witness the various NDT procedures with confidence.
4. Contracted with a Malaysian transit authority (**PUTRA**) in Kuala Lumpur, as their representative in Canada for Quality on the PUTRA LRT 2 Transit system project that was being built by Bombardier. Assessed all aspects of Design/Production Quality and authorized the release of transit vehicles for shipment to Kuala Lumpur from Bombardier Inc. Ken was instrumental in causing numerous design improvements, process modifications, and successfully enhanced the product integrity of this transit system by these actions.

1992 to 1996

Quality Assurance Manager, Western Star Trucks Inc., British Columbia, Canada

Responsible for the creation and implementation of an enhanced Quality Assurance Program for Western Star Trucks' first major Crown Contract, and provided the necessary expertise in evaluating and complying with the Department of National Defense's contract requirements.

Achieved registration of Western Star's Quality Program to ISO 9002-1987. This registration was awarded in September 1994, was upgraded to ISO 9002-1994 in September 1995, and groundwork was laid for their plan to upgrade to ISO 9001-1994.

1978 to 1992

UTDC, Lavalin Corporation, Ontario, Canada

- Joined UTDC in the position of **Senior Quality Control Officer** in Toronto.
- Promoted to **Quality Assurance Test Supervisor**, responsible for direction of a team of Test Technicians and Inspectors performing final inspection and testing of Canadian Light Rail Vehicle (CLRV) Streetcars for the Toronto Transit Commission.

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- Promoted to **Deputy Program Manager - CLRV**, with responsibility for inspection and test of vehicles, production/retrofit program initiation and control, supplier and customer liaison on all matters, direction of Production Supervisor, Chief Project Engineer, Product Support Manager, Industrial Engineering, and Quality Assurance.
 - Transferred to Kingston, Ontario, and for the next six years, held various **Quality Management** positions, with increasing responsibilities, covering the Quality of UTDC's Transit Systems being supplied to clients throughout North America. In addition, Ken coordinated the effort to obtain registration of UTDC's Quality Program to CSA Z299.2-1979. (Predecessor to ISO 9002)
 - Promoted to **Quality Assurance Manager** of UTDC's Kingston Defense Works, with total QA responsibility over the Department of National Defense contract for 10 ton Heavy Logistic Vehicles.
 - Following establishment of the QA Program, seconded as the **Manufacturing Engineering Manager**, to lead a team in setting up a computer based control system for tracking Material, Production Status, and Rework Status.
 - Resumed control of the QA Department to complete the contract to the Crown's satisfaction.

1976 - 1978

Quality Control Manager, Rockwell International, Admiral Division, Ontario, Canada

Responsible for Government Contracts for highly specialized Radiation Detection Equipment, for both Canadian and US Military applications. This included the most sophisticated equipment of this type available.

1974 to 1976

Canadian General Electric, Ontario, Canada

Internal Industrial and Consumer Sales, Quality Control Manager, and Consumer Products Applications Specialist.

PROFESSIONAL AFFILIATIONS

- The Ontario Association of Certified Engineering Technicians and Technologists (OACETT)
- Senior member of the American Society for Quality
- Applied Science Technologists and Technicians of British Columbia

OTHER

- Cleared to Level II, Canadian Government Secret