

# John K. Ng

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## Quality & Operations Leader | Energy Transition | Digital QMS & Compliance Expert

### Professional Profile

**Quality & Operations Leader (ASQ CQE)** with 15+ years of experience driving operational excellence across Oil & Gas, hazardous locations, and aerospace environments. Expert in scaling **ISO 9001 and AS9100** systems across distributed service centers, with working knowledge of **ISO 14001 and 45001** within integrated management systems. Proven track record of translating traditional O&G reliability and compliance frameworks (**UL, ATEX, IECEx**) into scalable solutions for **Energy Transition technologies** and sustainable operations. Specialized in leveraging **AI/Machine Learning** to digitize quality data, enable real-time analytics, and mitigate operational risk. Dedicated to driving ESG-aligned improvements that strengthen OEM compliance and customer trust.

### Selected Impact

- Led digital transformation of QC audit forms for a 24-person quality team across 1.4MM SF of distributed manufacturing/warehouse operations (120+ molding machines, 18 assembly lines). Featured in an [Alpha Software Case Study](#); delivered \$145,000 estimated annual savings and improved real-time quality data visibility.
- Digitized incoming inspection and receiving verification for resin receipts (**MTR/COA/CoC/BOL vs. PO**), strengthening traceability and cutting processing time **50%**, supporting supplier qualification and OEM compliance.
- Led **8D root cause / corrective action** investigations on critical nonconformances (e.g., non-passivated stainless-steel screws); implemented an engineering change (nylon inserts), improving **first-pass yield to 95%** and reducing warranty returns.
- Implemented an **Integrated Management System (IMS)** for an electromechanical manufacturing/service startup, establishing document control and audit readiness for **ISO 9001** and supporting **14001/45001 alignment** through cross-functional EHS collaboration.
- Authored a **Supplier Quality Requirements Manual (SQRM)** including **APQP/PPAP** and **AS9100/9102/ITAR** flow-downs, enabling on-time **FAIR** approvals and sustaining first-pass yield in OEM-regulated environments.
- Served as the **voice of quality** and escalation lead for customer quality and warranty investigations; delivered data-driven RCAs and corrective actions that restored customer confidence and protected key account relationships.

### Professional Experience

#### Foxconn Industrial Internet - Houston, TX

**Quality Systems & Engineering Lab Lead (Project-Based)** | Nov 2025 to Jan 2026

- Deployed ISO 9001/14001/45001 Integrated Management System covering document control, audit preparation, and environmental/safety controls aligned to customer qualification and OEM service requirements.
- Directed quality infrastructure and equipment readiness for complex electromechanical manufacturing and service test operations; standardized work instructions and inspection criteria to support service center readiness.
- Supported Oracle PLM (Agile) user acceptance testing (UAT); established master data controls and document workflow for new production and service environment.

## **PPSI Manufacturing - Houston, TX**

**NPI Engineering Manager | Program Manager | Quality Manager** | Nov 2022 to Dec 2024

- Improved first pass yield to 96% on ATEX-certified electrical assemblies for oil & gas and hazardous-area energy applications, ensuring reliability in high-risk operating environments.
- Led cross-functional teams in continuous improvement projects using DMAIC, resulting in significant efficiency gains and cost savings.
- Enhanced yield on Mil-Aero builds by refining tooling and fixtures, preventing material seepage during encapsulation and doubling yields, supporting OEM compliance and reliability standards.

## **Igloo Products Corporation – Katy, TX**

**Quality Manager** | April 2019 to Nov 2022

- Led and developed a 24-member quality team supporting 24/7 production and warehouse operations across 1.4MM SF, managing distributed quality operations and a \$1.25M budget.
- Reduced receiving processing time by 50% through digitization of incoming inspection and supply chain verification, strengthening supplier qualification and traceability.
- Standardized customer return analysis and reporting by integrating third-party CRM data, improving metric consistency, and enabling actionable insights for cross-functional root cause investigations and warranty issue resolution.
- Served as primary escalation point for customer quality concerns and warranty investigations, leading data-driven root cause analysis and corrective action implementation.

## **ABC Assembly - Houston, TX**

**Quality Manager | Sales Engineer** | May 2015 to Apr 2019

- Led ISO 9001:2015 transition, reducing reliance on external consultants and saving over \$10K annually.
- Served as Voice of the Customer and management representative for UL, ISO, and ATEX compliance, ensuring regulatory and OEM standards were met.
- Oversaw quality assurance for assembly and repair operations, driving process improvements that enhanced first pass yield and reduced warranty claims.
- Collaborated with sales and engineering teams to provide quality-driven technical proposals, contributing to a \$1M pipeline growth in industrial assembly projects.

## **Flextronics - Plano, Stafford, TX**

**Sr. Industrial Engineer | Sr. Manufacturing Engineer** | July 2004 to March 2015

- Directed facility layout redesign and travel map optimization for a \$300K capital project, saving \$100K in startup and operating costs, ensuring compliance with safety and delivery metrics (SQCD).
- Achieved 40% cost reduction by qualifying second-source suppliers and managing technical milestones for ITAR-compliant assemblies.

## **Certifications**

- **Certified Quality Engineer (CQE)** – American Society for Quality (ASQ), Boston, MA
- **Six Sigma Green Belt** – Suntron, Sugar Land, TX

## **Leadership and Professional Involvement**

- **Chairman**, Society of Manufacturing Engineers, Section 29 – Houston, TX
- **Secretary**, Houston/Gulf Coast Surface Mount Technology Association

## **Education**

- **Post Graduate Program, AI & Machine Learning** | University of Texas – Austin, TX
  - GPA 4.33 | Class ranked #1 out of 90 cohorts
- **M.S., Engineering Management** | Northeastern University – Boston, MA
- **B.S., Industrial Engineering / Operations Research** | University of Massachusetts – Amherst, MA