

Priya Menon, CQE

Quality Assurance Engineer | ISO 9001, CAPA & Supplier Quality

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SUMMARY

ASQ-certified Quality Engineer with 3.5 years of experience in regulated manufacturing environments (ISO 9001, AS9100, ISO 13485). Led CAPA, internal audit, and supplier quality programs that cut customer complaints by 38%, improved first-pass yield from 94.2% to 98.1%, and closed 30+ audit findings with zero repeat issues. Skilled in SPC, MSA, FMEA, and CMM inspection.

QUALITY COMPETENCIES

Quality Systems: ISO 9001, AS9100, ISO 13485, IATF 16949 Basics, CAPA, NCR/MRB, Internal & Supplier Audits, Document Control, Change Management

Quality Tools: SPC, MSA/Gage R&R, FMEA, Control Plans, 8D, Root-Cause Analysis, Capability Studies (Cp/Cpk), PPAP/FAI (AS9102), Sampling Plans (ANSI Z1.4)

Tools & Systems: Minitab, JMP, Zeiss/Hexagon CMM, SAP QM, MasterControl, Excel (Advanced), Power BI

EXPERIENCE

Quality Assurance Engineer Jun 2023 – Present
Finger Lakes Precision Instruments — Rochester, NY

- Own CAPA program for a medical-device and aerospace-components site; closed 45 CAPAs with 96% effectiveness and zero repeat findings.
- Improved first-pass yield from 94.2% to 98.1% and cut customer complaints by 38% using SPC, Pareto analysis, and 8D problem solving.
- Led internal and supplier audits (22 per year); drove 30+ findings to closure and supported successful ISO 13485 and AS9100 recertification.
- Performed Gage R&R and capability studies on 25 critical features; qualified 4 new inspection methods.
- Reduced incoming inspection rejects by 27% by implementing supplier scorecards and quarterly quality reviews.

Quality Technician / Associate Quality Engineer Jul 2022 – May 2023
Genesee Metal Products — Rochester, NY

- Performed first-article, in-process, and final inspections using CMM, optical comparators, and calipers; maintained 99.7% inspection accuracy.
- Authored 40+ work instructions and inspection plans; supported 3 customer PPAP/FAI submissions with 100% acceptance.
- Investigated 60+ nonconformances and recommended dispositions through the MRB process.
- Reduced calibration overdue items from 14% to 0% by implementing a tracking dashboard.

CONTINUOUS IMPROVEMENT

Green Belt project reduced weld porosity defects by 52%, saving \$140K annually; presented results to executive leadership.

EDUCATION

Bachelor of Science in Industrial Engineering
Rochester Institute of Technology — Rochester, NY
2022 | GPA 3.7

CERTIFICATIONS

- Certified Quality Engineer (CQE), ASQ
- Certified Six Sigma Green Belt (CSSGB), ASQ
- ISO 9001:2015 Internal Auditor (Lead Auditor — in progress)
- ASQ Member