JULIAN MERCER

QUALITY MANAGER

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PROFESSIONAL SUMMARY

Quality Manager with 12+ years leading quality management systems in medical device and industrial manufacturing. Manages audits, corrective actions, and supplier quality, and builds teams that prevent defects instead of sorting them out later.

PROFESSIONAL EXPERIENCE

Quality Manager Mar 2023 - Present
Stryker, Kalamazoo, MI

- Lead a quality team of 11 across incoming, in-process, and final inspection at a medical device plant.
- Reduced customer complaints by 28% over two years through root cause work and tighter process controls.
- Prepare the site for FDA and notified body audits and closed the last external audit with no major findings.
- Review and approve CAPAs weekly and keep average closure time under 45 days by escalating overdue actions to department heads each week.

Senior Quality Engineer Jul 2019 - Feb 2023
Abbott Laboratories, Lake Forest, IL

- Managed the corrective and preventive action system for a diagnostics line, closing 85 CAPAs with verified effectiveness.
- Led supplier audits for 14 critical suppliers and set improvement plans that raised average scorecards by 12%.
- Validated a new packaging process and documented protocols that passed internal and external review.
- Trained 60 operators on documentation and inspection standards, lowering documentation errors by a third.

Quality Engineer Jun 2016 - Jun 2019
Baxter International, Deerfield, IL

- Investigated nonconformances and led root cause analyses that reduced repeat defects on two production lines.
- Led the verification of a corrective action on a sterilisation packaging issue and presented the effectiveness check to the quality council for sign-off.
- Built statistical process control charts for key dimensions and set action limits that production teams followed.
- Supported internal audits against ISO 13485 and tracked every finding to closure.

Quality Technician Aug 2014 - May 2016
3M, St. Paul, MN

- Inspected incoming materials and finished goods against specifications and recorded results in the quality system.
- Calibrated measuring equipment on schedule and kept calibration records audit-ready.
- Flagged a recurring supplier defect that led to a corrective action and a 40% drop in rejected lots.

CORE SKILLS

Quality management systems | Corrective actions | CAPA | Root cause analysis | ISO 13485 | ISO 9001 | FDA 21 CFR 820 | Internal audits | Supplier quality | Statistical process control | Process validation | Complaint handling | Minitab | Team leadership | Document control

EDUCATION

B.S. in Mechanical Engineering, Michigan State University, East Lansing, MI

CERTIFICATIONS

ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE) | ASQ Certified Quality Engineer (CQE) | ISO 13485 Lead Auditor