

# DEBORAH K. MILOS

422 Claxton Glen Ct.  
Kettering, OH 45429-6000  
937- 433-2741  
cell: 937-572-0997

[deborahmilos@aol.com](mailto:deborahmilos@aol.com)

Objective: To utilize my quality skills for a company to become World Class and competitive in their market.

Education: **B.S. Chemical Engineering** The Pennsylvania State University, **3.63/4.00** GPA  
ASQ Manager of Quality/Organizational Excellence, ASQ Certified Quality Engineer, Six Sigma Green Belt

Work History: **PILOT CHEMICAL COMPANY, Middletown, Ohio** – Liquid surfactant manufacturer  
ISO 9001: 2008 certified providing specialty surfactant chemicals to the Global market.

**Position:** Quality Manager (2/2005 to 10/2010) with responsibilities for Quality Control Laboratory, SPC, 5-S, Customer Complaints, corrective actions, and preventative maintenance.

### Accomplishments:

- Quality representative for the Middletown plant
- Implemented the 5-S program for the entire plant
- Monthly reported SPC data to management with recommendations for improvement
- Worked with specialty formulas to reduce batching time by 50%.
- Drove Customer complaints to completion with value added corrective actions. Reduced customer complaints by 25%.
- Managed 8 Lab techs on a 24/7 rotation.
- Developed ordering system for lab supplies saving about 20% of cost of goods. This was subsequently implemented company wide.

**THE HEWITT SOAP COMPANY, INC. Dayton, Ohio** - Custom and contract manufacturer of soap products since 1884 with sales up to \$30M

**Position:** Director of Product Development (4/1993 to 1/2004)

**Responsibilities:** Managed a staff of up to 5 professionals and 5 technicians in the development of quality systems, formulation, and packaging for custom soaps. Developed programs to meet customer quality expectations and cGMP regulatory compliance for OTC products. Directed the pilot laboratory and applied principals of fluid flow, mixing, shearing, and pressing for scale-up of formulations. Control budget of up to \$525K/yr. Supervised Analytical services. Provided technical assistant to internal and external customers.

### Accomplishments:

- Successful audits by the FDA with 0 citations
- Instituted quality system to comply with GMP's to include documentation, change control, batch disposition, training, auditing, failure investigations, inspection procedures, laboratory controls and others.
- Received award from top customer for the highest level of quality systems
- Successfully validated systems and audited departments for compliance to GMP's
- Familiar with ISO, QS9000, SPC and other inspection procedures
- 100 new soap formulas have reached the market for the years of 2003, 2002 and 2001.
- 9 new synthetic or combination synthetic and soap formulas have reached the market

- \$450K account and other accounts resulted from the yearly presentations of formula suggestions for the sales force
- \$250K annualized savings by developing a packaging wrap that could be run on automated equipment
- \$100K saved in the last 2 years by qualifying alternate sources of raw materials
- \$24K saved in scrap reduction in just one year

Personal: Financial Secretary for my Church. Treasurer for Women's group. U.S. citizen

Computer Skills: Proficient in Word, Excel, PowerPoint, SQC for Excel and QI Macros