

Hamza NOURELAYNE

Quality Engineer

☎ 343-463-0444

✉ nourelayne.hamza@gmail.com

📍 5401 BANK ST, Ontario, K1X 1H4

PROFESSIONAL SUMMARY

Dynamic, detail oriented and problem-solving thinker, with +5 years' experience in multinational companies' quality departments. I am seeking to join your company to take part in your improvement plans' implementation and contribute positively towards achieving your KPIs targets.

WORK EXPERIENCE

Supplier quality manager

Aug 2022 - Jun 2023

Safran Electronics & Defense • Casablanca, Morocco

- Monitored supplier quality KPIs and managed the improvement action plan.
- Reviewed and approved supplier's first article inspections for material changes & new qualifications.
- Managed incoming inspection's change review board.
- Reviewed & approved suppliers' waiver requests with the collaboration of manufacturing & technical teams.
- Managed materials NC complaints and collaborated with the relevant departments to avoid line down.
- Reduced the value of non-conforming materials' store by 43.8% between Jan '23 & Mai '23.
- Participated in suppliers' performance assessments.
- Prepared for and participated in customers' audits, EN9100 audits and OSAC regulatory inspections.

Supplier quality engineer

Feb 2021 - Jul 2022

STMicroelectronics • Bouskoura, Morocco

- Ensured that incoming procedures are respected and applied correctly.
- Managed new materials qualifications and changes at incoming level.
- Monitored supplier quality KPIs, performed RCAs and managed action plans in case of deviation.
- Coordinated with R&D, engineering, and suppliers to ensure material specification updates and approval.
- Supported suppliers for electronic CoA deployment, increasing the KPI from 61% in Mar'21 to 97% in Jul'22.
- Managed material's NC complaint process; reviewed and approved suppliers' 8D reports.
- Reduced the value of non-conforming materials' store by 48.5% between Feb '21 & Jul '22.
- Participated in suppliers' performance assessments and audits.
- Prepared for & participated in customers' audits and IATF16949 audits.

Product quality engineer

Nov 2017 - Feb 2021

Safran Electronics & Defense • Casablanca, Morocco

- Monitored manufacturing quality KPIs, identified improvement axis and managed the action plan.
- Reduced customer complaint PPM by 9.5% from 2018 to 2019 and 10.7% from 2019 to 2020.
- Conducted problem-solving process for customer complaints & major internal issues.
- Reviewed and approved work instructions & waiver/deviation requests.
- Reviewed and submitted first article inspections.
- Conducted product & process audits.
- Prepared for and participated in customers' audits, EN9100 audits and OSAC regulatory inspections.
- Monitored operators' qualifications; triggered the renewal process and approved qualification files.

EDUCATION

Engineer's degree

Sep 2011 - Jul 2017

Ecole Nationale Supérieure d'Arts et Métiers • Meknes, Morocco

- Arts & Métiers engineer's degree - ENSAM Meknes - Major: Industrialization of products and processes.
- Canadian equivalency via WES: Bachelor's and master's degree.

SKILLS

Technical skills

- Quality management.
- Project management.
- Team & conflict management.
- Manufacturing process management & Inventory management.
- 8D, Ishikawa, Why-Why analysis, QRQC, DMAIC, FMEA, SPC, MSA, DOE.
- Knowledge in: Mechanical design & manufacturing, material characterization & surface protection.
- SAP: QM & MM modules.
- MS Office: Word, Excel, PowerPoint, MS Project.

Soft skills

- Good adaptability.
- Sharp sense of observation.
- Good people skills.

Languages

- English: IELTS certificate – Scores: 8.5 for listening - 8 for reading - 6.5 for writing & speaking.
- French: TCF Canada certificate – Scores: C2 for listening & reading - C1 for writing & speaking.
- Arabic: Mother language.

PROFESSIONAL CREDENTIALS

- ESD training Level 2 - EUROSTAT certificate.
- ISO 9001: 2015 internal quality auditor - TÜV Rheinland Morocco certificate.
- LEAN SIGMA coordinator - Safran Green Belt training.

VOLUNTEER WORK

Trainer

2015 - 2016

Mechanical engineering club Arts & Métiers • Meknes

- Providing training in mechanical design & manufacturing.
- Providing training in automotive technologies.

Member of the IT & design cell

Feb 2014 - Apr 2014

"ENSAM family day 2.0" committee • Meknes

Contributed to logo & poster design for the event promotion, aiming to ensure maximum participation of students, teachers and administrative core.