

Program Manager

Responsible for and manages key customer's requirements across all disciplines at Vaupell.

Roles and Responsibilities

Manages key customer's requirements across all disciplines at Vaupell.

Provides DFM, design and technical support for customers.

Focuses on multi discipline customers and full product **life cycle customers** and maximizes all Vaupell's capabilities.

- Provides customers with **customized solutions**: business, design, DFM, prototype through volume production (dom. & LCS).

- Primary customer interface throughout the design & build cycle.

- Facilitates and supports direct customer dialogue with Business Managers.

- Determines engineering feasibility of designs.

- Provides customer with feedback, advice and direction as to the best approach/process to build their product.

- Identifies and mitigates risk: technical, quality & fulfillment.

Reviews Jobs/documentation, prepares technical package and presents to Business Managers for quoting.

Works with business manager to review quotes and develop strategy for pricing.

- Primary owner of customer revenue and customer profitability.

Works closely with Business Manager to ensure that the customers requirements are met:

- Technical, Quality, Delivery, Cost.

Evaluates manufacturing requirements, assesses needs, prepares and implements a manufacturing readiness plan.

- Manufacturing, Supply chain, Subcontract and logistics strategy.

- Develops cost down roadmaps: initiatives and strategies.

Ultimate responsibility for customer satisfaction.

- Single point of contact when multi discipline processes required.

Skills and Experiences

5 to 10 years experience in broad engineering and operational disciplines.

Experience working with customer.

Experienced with various CAD systems: Solid Works, ProE and AutoCAD, etc.

Experience with Rapid Prototyping processes a plus: SLA, SLS, DMLS, etc.

Skilled with program management processes.

Education

BS/BA in technical or operational disciplines.

and or 10 years of equivalent experience.

MBA a plus.

