

# Justin D. Buzzard | Career Portfolio (2014 - 2026)

Strategic Quality Leadership & Systems Architecture

## Executive Summary

A Distinguished Performance Quality Leader with a 15-year trajectory of transforming complex operational environments through data-driven governance and streamlining through Six Sigma/Lean practices. From pioneering subcontractor audits in Kuwait to designing global compliance systems for LOGCAP V CENTCOM/INDOPACOM & Kuwait K-BOSSS US Government base support, logistics contracts, I have consistently delivered multimillion-dollar savings and 98%+ customer satisfaction ratings.

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## I. Strategic Foundation: Process Optimization (Postal Operations- Kuwait K-BOSSS Program) (2011 - 2014)

Before defense contracting, I established the blueprint for high-volume compliance and waste elimination.

- **Quality Control Oversight:** Conducted 360 mandatory Quality Control inspections annually to ensure 100% adherence to postal requirements.
  - **Six Sigma Transformation:** Earned a Black Belt by executing several Lean projects to remove equipment waste, streamlining the operation, and optimized facility safety.
  - **System Design:** Created the department's first unified document control system, a precursor to the global architectures I would later build.
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## II. Tactical Excellence: The K-BOSSS Era (2014 - 2021)

My work in Kuwait was defined by high-volume technical oversight and the establishment of "first-of-their-kind" audit protocols.

- **Audit Magnitude (2014 - 2016):** Personally conducted over 1,000 Quality Audits and 300+ Safety Inspections.
- **Program Innovation:**
  - **Subcontractor Oversight:** Acted as the first auditor to establish formal quality protocols for subcontractors on K-BOSSS.

- **Public Works:** Executed the first-ever audit of Public Works at Camp Patriot to ensure USG asset compliance.
  - **Financial Impact:** Directed process improvement projects that delivered 4.2 million dollars in documented cost avoidance in a single fiscal year. Over \$20 million in total soft savings through 5S, Kaizen and DMAIC improvement projects.
  - **Document Overhaul:** Reviewed 2,200 documents in 18 months, eliminating 600 redundant processes to save 2 million dollars annually in labor efficiency.
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### III. Strategic Governance: LOGCAP V (2021 - 2026)

In LOGCAP V, I transitioned to a Process-Driven Quality model, managing the ecosystem of an entire program rather than individual tasks.

- **PMO Leadership:** Personally completed 76 PMO Lead Audits, the highest output of any auditor in the program cycle.
  - **Risk-Based Surveillance:** Oversaw a program of 35,112 surveillances and 286,617 individual requirement checks.
  - **Proactive Quality Ratio:** Achieved a 1:7 Internal-to-External CAR ratio, ensuring the majority of findings were caught and resolved before government intervention.
  - **Technical Command:**
    - Managed 5,195 Letters of Technical Direction (LOTDs).
    - Archived and governed 2,675 SOW and Tasker Work Order reviews.
    - Oversaw 14,280 Subcontractor Performance Reports (SPRs).
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### IV. Systems Architecture & Digital Innovation

I leveraged SharePoint and Power BI to move the program from manual tracking to real-time visibility for critical reports.

- **CDRL Management System:** Designed a custom SharePoint architecture to track thousands of deliverables across 15 different contractual frequencies.
  - **Subcontractor Assessments:** Built and maintained SharePoint workflows for Subcontractor assessments and reviews of initial Subcontractor Statement of Works.
  - **Self-Identified Nonconformance QR Code:** Developed a QR code for employees to submit self-identified issues for Quality to review and action with the process owner.
  - **Standards & AQL Repository:** Digitized 477 Contractual Standards and 408 Acceptable Quality Levels (AQLs) into a unified compliance library.
  - **KPI Dashboards:** Built and maintained 55+ dashboards to provide executive leadership with instant visibility into global quality trends.
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## V. Global Reach & Voice of the Customer

Consistently resulted in unparalleled satisfaction scores across diverse geographic AORs in CENTCOM & INDOPACOM.

- **Customer Feedback:** Maintained a 98.82% positive rating across 83,796 data points in Iraq, Kuwait, Qatar, and Kwajalein. Developed and maintained SharePoint repository for customer feedback and built the QR Code customers utilize for automatic submission to SharePoint.
  - **Resolution Mastery:** Resolved and rescinded 75% of unsatisfactory feedback cards through aggressive Root Cause Analysis and CAPA management.
  - **Geographic Oversight:** Ensured zero-fail quality standards at critical hubs including Arjan Base (Kuwait), Al Asad (Iraq), and Kwajalein Atoll.
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## Professional Credentials

- **Lean Six Sigma:** Master Black Belt
  - **ISO Certifications:** Lead Auditor (9001:2015, 14001:2015, AS9100D and more)
  - **Education:** Business Administration, Columbia Southern University (Still Enrolled)
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## Publications & Recognition

- **Author:** Thoughts on Quality, Business & Life (2024) and More Thoughts on Quality (2025), Quality at the Source: Getting to the Source, 2024, To Change or Not to Change, Worth it?, 2025.
  - **Digital Influence:** Creator of “The Tired QA Guy,” reaching 1 million+ followers with quality management education.
  - **Awards:**
    - Vectrus Infrastructure & Asset Management Employee of the Quarter (2015).
    - VIP of the Year Gold Award (2020) - K-BOSSS Program Drivers Training.
    - VIP of the Year Silver Award (2020) DFAC 3.0 QMS Implementation / K-BOSSS Supply Warehouse Scrap Project.
    - VIP of the Year Silver Award (2019) - K-BOSSS Supply Warehouse.
    - VIP of the Quarter (3<sup>rd</sup> QTR. 2019) - LOGCAP V CDRL Submission System.
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