

HEADLINE

Frank DeLuca

Global Engineering Manager | Six Sigma

On-Site Solutions | Applications & Integration | Regulations & Compliance

Industry: Transportation/Trucking/Railroad

SUMMARY

"I follow three rules: Do the right thing, do the best you can, and always show people you care." Lou Holtz

Electrical power, gold mining, marine transport - these are enterprises that rely on heavy-duty, high-powered equipment that works - non-stop. Owners and employees expect on-call services 24/7. They expect and demand good diagnostics, fast repairs, and insights into their own misuse of equipment. Downtime can cost millions of dollars/ day in lost revenues. The designers of the equipment - including diesel engines of the kind that power tugboats, locomotives, electrical generators, and mining equipment - want fast, accurate evaluations when the equipment hasn't delivered as they hoped it would.

As a dedicated, creative manufacturing engineer, I take pride in my success at solving sophisticated on-and-off site problems, and in building strong teams needed to deliver timely and accurate solutions. Investigative fieldwork, trouble-shooting, diagnostics, and communication with operators, mechanics, and on-site engineers - these are the strengths I've built over the course of my career. My clients want reports, quick counter-measures, and reliable longer-term answers. They want to know what they're doing right and wrong. They trust me to supply the best answers possible, as quickly as possible. I earn customers "for life."

My ability to listen critically, evaluate information, provide feedback, and train/mentor internal/external customers with diplomacy, confidentiality, accuracy, and professionalism drives my success. Whether it's creating a beautiful piece of furniture, tutoring, renovating houses, restoring old vehicles, or building business relationships, I *always* follow Holtz's three rules.

Core Competencies

Invention | Integrity | Customer Care | Quality Processes | Performance Improvement | Team-Based Solutions
Certification/Compliance/Interpretation | Training | Mentoring

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EXPERIENCE

Manager, Engine Certification Engineering and Regulatory Affairs, North America
Global USA, Inc., San Diego, CA

October 2010-Present

I manage off-highway certification and regulatory affairs engineering with EPA, ARB, and EU agencies; provide guidance to the field pertaining to performance and environmental standards; and communicate corporation-wide on major regulatory issues.

My noteworthy achievements include:

- Provided exemption guidance for new engine gensets, resulting in \$20M+ in sales (2014).
- Launched and completed Six Sigma project, resulting in engine warranty cost savings of \$1M+.
- Managed first EPA-certified dual fuel engine process, resulting in \$1M+ in sales.

Manager, High Horsepower (HHP) Service Engineering

Global USA, Inc., San Diego, CA

2007-2010

I successfully managed a newly formed 8-member Worldwide OEM Support HHP Service Engineering Team and directed HHP Market Support Group; including infant care, policy distribution and adjudication of claims, and Before-in-Service (BIS) failures group at Japanese OEM mining equipment plants. My team and I analyzed all catastrophic engine field failures for root cause and report to customers and end users root cause and preventative/corrective actions, reported field failure data and collect/return components as required, and generated all review team field failure reports. All reports were reviewed with management and customers.

Major successes include:

- Won over international OEM as sole supplier, resulting in \$1M+ new sales.
- Facilitated team's development and rollout of HHP infant care readiness campaign, resulting in 100% completion rate in 18 months.
- Identified root cause of OEM excavator engine shutdown, resulting in \$1M+ cost savings.

PROJECTS

Six Sigma Project (1)

Created process tool to calculate formaldehyde mass in diesel and natural gas stationary engine exhaust flow. Formaldehyde is a controlled EPA pollutant, for stationary engines, which must be reported to EPA by customers. There are no reporting obligations to the engine manufacturer. This tool allows a customer to estimate the formaldehyde output for EPA reporting of source determination. This was *cost avoidance project with savings realized by the end users* and not calculated by company.

Six Sigma Project (2)

Created process tool to convert US EPA stationary engine emission units to global EU stationary engine emission units assuming or knowing specified brake specific fuel consumption. The tool is backwards compatible in its conversion capability i.e. US to EU or EU to US units. The tool supports global sales of engines for the distributor directly helping the end user/customer. *This was cost avoidance project with savings realized by the end users* and not calculated by company.

PROFESSIONAL ORGANIZATIONS

International Internal Combustion Engine Manufacturer's Association (IIECMA)
Chair, Locomotive and Stationary Engine Rule Harmonization

HONORS AND AWARDS

Service Hero Award, Global USA - 2009

CERTIFICATIONS

Six Sigma Green Belt

SKILLS (up to 50 – here are some to consider)

Customer training
Team problem solving
Voice of Customer
Fault Modes Effect Analysis (FMEA)
Downtime analyst
Countermeasure implementation
Root cause analysis
Situation (al) presentation
Data prospecting (mining)
Investigative nature
Customer care
Site determination
Trust developer
Data organization

ADDITIONAL INFORMATION

Interests

Woodworking
Metalworking
Auto restoration
Skiing
Exercising and strength training
Bicycling

Personal Details

Advice for Contacting

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