

# Jessica Leatham

## Quality Coordinator - CDI-Aerospace

Derry, NH  
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Interfacing with all Levels Internal Auditor AS9100 Investigatory IAQG Quality Control

### WORK EXPERIENCE

#### **Quality Coordinator**

CDI-Aerospace - 2012 to Present

Review of Aviation deliverables

- \* Develop, implement and continue improvement of process effectiveness and efficiency
- \* Support Site Director in various quality related goals and activities
- \* Create and monitor internal management and customer satisfaction reviews
- \* Create and monitor corrective and preventative actions (CAPAs)
- \* Identify and monitor critical action items
- \* Collect, review, and communicate key site metrics such as first time yield (FTY) and on-time delivery (OTD)
- \* Serve as primary interface for various quality related activities and discussions
- \* Investigate root cause analysis into audit failures/escapes
- \* Regular meetings with quality council, GD&T quality council, and management team.
- \* Ensure site compliance with ISO AS9100C standard and established Quality Management System (QMS)
- \* Perform and document internal audits, supporting both customer and certification body
- \* Ensure site maintains current ISO certification
- \* Conduct QMS training for all employees

#### **Program Quality Coordinator**

LifeShare Management Group Inc - 2011 to 2012

Quality improvement contact for all funding sources.

- \* Maintain COA requirements such as charting and auditing.
- \* Preparation and facilitation of audits conducted within the state of Florida.
- \* Audits include DCF, Delmarva, Medicaid, APD and Magellan.
- \* Conduct a review of 30% of all clinical files within the state of Florida on a quarterly basis.
- \* Conduct weekly QA checks of individuals and their team members and enter into Therap.
- \* Make recommendations on improving the quality of care for individuals supported within the state of Florida (i.e. trainings, processes, supports, and services).
- \* Perform corporate compliance review and distribute invoices to LifeShare finance department in a timely manner.
- \* Track Provider files through Therap's TMS for compliance and ensure Director's within the state of Florida are notified 60 days in advance of license expiration.
- \* Find solutions for any discrepancies with attendance, billing, and intakes. Ensure all discrepancies are resolved within 24 hours.
- \* Ensure that all state and federal regulations and Provider performance guidelines are easily accessible at a moment's notice.
- \* Complete corrective action reports as needed for funding sources and HIPAA violations.
- \* Present data for the state of Florida trends and analysis at each quarterly PQI meeting.

- \* Facilitate/Attend PQI subcommittees on a monthly basis and PQI meetings on a quarterly basis within the state of Florida.
- \* Responsible for the development and maintenance of policies and procedures.
- \* Conduct a self-assessment on an annual basis for each service provided.
- \* Work in partnership with VP, State Director and Regional Directors to create subcommittees to discuss items such as self-assessments, incident reports, non-compliance reports.

## EDUCATION

### **Bachelor in International Business Management**

Southern New Hampshire University - Manchester, NH