

# **BIOGRAPHY**



**Dr. Susan J. Munro**

**BSME, MBA, MME, D.Eng.**

COO & Director, Benchmarking Information Center,  
Munro & Associates, Inc.

With more than 20 years of engineering and program management experience, having worked in all stages of product development, from advanced engineering to product launch, Susan Munro brings a wealth of experience and knowledge to Munro & Associates, Inc.'s clients. Her expertise resides in product engineering, product cost reduction, quality enhancement and lead time reduction through the strategic adoption and implementation of concurrent engineering practices to achieve and sustain long-term success.

Prior to joining Munro & Associates in 1999, Susan held concurrent positions as an Engineering Manager and Applications Manager at UT Automotive. As an Engineering Manager, she directed a team of trim product engineers assigned to current and future trim programs. In her second position, Susan oversaw a staff of technical and senior engineers that supported new program quotes on commodities such as trim, instrument panels, door trim and mirrors. Her responsibilities included employee performance reviews, annual budgets and allocations, project assignments, quote packages, quote presentations, engineering reviews, tool investment budgets, tool reviews, including APQP (Advanced Product Quality Planning and Control Plan) and PPAP (production part approval process) elements.

Prior to this, Susan worked for Xerox Corp., in Rochester, N.Y., as a Competitive Benchmarking Manager. In this position, she coordinated corporate cost-down activities including lean design and lean manufacturing consulting, resulting in yearly increases in productivity for copiers, faxes and printers.

Susan began her career at General Motors Corporation and for more than 10 years she held various interior and seat system engineering positions. While at GM she received Special recognition for improving interior quality ratings for the Camaro/ Firebird, and presented her work to the top 18 executives at GM. Susan is also credited with conceiving, designing and developing the snap-in sun visor and the integral foldout child restraint seat, later adopted by Chrysler via a tier one supplier.

Susan has earned a Doctorate Degree in Engineering and Manufacturing Systems and a Master's in Manufacturing Engineering from Lawrence Technological University, a Master's of Business Administration from the University of Michigan and a Bachelor of

Science Degree in Mechanical Engineering from General Motors Institute, now known as Kettering University. Member of Tau Beta Pi (National Engineering Honor Society).