

RONALD J. TOCASH

(614) 371-3665 | rtocash@yahoo.com | www.linkedin.com/in/ronaldtocash

OPERATIONS MANAGEMENT

Strong, dedicated and highly motivated manager, possessing excellent organizational and leadership skills. More than 28 years of experience in aviation regulations, compliance, labor actions, auditing, safety, continuous process improvement, operations and management.

PROFESSIONAL EXPERIENCE

NETJETS, INC., (Formerly Executive Jet), Columbus, Ohio 1994-2018

Manager Maintenance Training/Manager Quality Systems (2004-2018)

Responsible for the development and management of a Business Process Management system, a Maintenance Program Auditing system and a Maintenance Training/Safety Program. Designated responsible manager for CFR 135 & 145 Mx Training Programs. Responsible for employee development, budget planning and administration.

- Implemented first external "Maintenance Provider, Training and Resource" website.
- Provided ramp, hangar and equipment safety policy and training.
- Implemented "Advanced eLearning modules" with video, interactivity and voiceovers.
- Wrote the first company CFR 145 Repair Station Training Program manual, receiving FAA "Approval".
- Implemented new Learning Management System and records system.
- Negotiated/influenced new training requirements for FAA AMT Award.
- Reorganized the maintenance training department increasing course inventory and course attendance while reducing maintenance training costs by 15%.
- Negotiated training contract costs and payment policy, recovered \$225K - \$450K annually in lost training credit.

Director Business Standards (2001-2004)

Responsible for the development, implementation and management of the company-wide Business Operating System (BOS) and Internal Auditing program. Provided the education, training, facilitation and monitoring of process management and continual improvement processes. Responsible for personnel administrative duties, employee development plans, budget development and administration and monthly management audit reviews.

- Developed and implemented the companies first structured continuous process improvement, process management system and internal operations audit program, structured around Aviation Safety Management Systems and ISO 9001-2000 principles.
- Structured the architecture for the company BOS (to include; the Standard Operating Procedures, policies, forms/documentation) and Internal Auditing system.
- Liaison between external quality auditors and internal management.
- Received FAA acceptance to use operating processes references in the General Maintenance Manual (GMM).

Director Flight Dispatch (1998-2001)

Responsible for the structuring, implementation and management of the Flight Dispatch department. Develop SOP's, institute initial and recurrent training programs for FAA Part 121 dispatchers and meteorologist. Manage a staff of supervisors, dispatchers and meteorologists to provide a safe operation for the crew and passengers. Responsible for coordinating with DO and DOM to maintain FAR 91 and 135 safety and compliance. Responsible for department growth, budget, hiring/firing of personnel, employee individual development plans.

- Set up first company flight operating system (flight planning, flight release, Wt. & Bal., performance)
- Structured the first company FAA CFR121 licensed Dispatcher initial and recurrent training program (54 licensed dispatchers, 6 meteorologists)
- Set up working relationships with regional FAA ATC facilities. Company liaison to the Collaborative Decision Making (CDM) group.

Assistant Director Flight Management (1996-1998)

Supervisor Flight Management (1995-1996)

Flight Coordinator (1994-1995)

Other Relevant Duties

NetJets Employee Charity Contribution Committee (ECCC) - Treasurer Officer (2011-2013)

Executive Jet College Scholarship Evaluation Committee (2 years)

Maintenance Systems Board of Adjustments (1996-2008)

- Management representative, grievance and dispute resolution. Board Chairman – 3 years; Board Vice Chairman – 2 years

THE OHIO STATE UNIVERSITY, Flight Education Division, Part 141

1990-1995

Flight Instructor, ASEL (1990-1995)

Supervisor Flight Operations (1993-1994)

Co-Pilot Intern – BE-200, Air Transportation Service (1991)

EDUCATION/SPECIAL TRAINING

BSBA, Aviation Management, THE OHIO STATE UNIVERSITY, 1991

Certificated, Aviation Safety & Security, University of Southern California, 2007

USC: (2007) - Human Factors in Aviation Safety; Photography for Aircraft Accident Investigation; Accident/Incident Response Preparedness; (2005) - Aviation Safety Management Systems; (2003) - Aircraft Accident Investigation Course

NTSB: (2005) - Investigating Human Fatigue Factors; Cognitive Interviewing for Accident Investigations; (2003) - Aviation Industry Training Program

FAA: (2003) - System Safety Course

Disaster Recovery/Business Continuity Planning Course, (2002)

Lead Auditor Training ISO 9001-2000, (2002)

Flight Safety Dispatcher School Part 121, (1996)

Flight Safety Refresher Course BE-200, (1991)

TECHNICAL SKILLS

Extensive use of Microsoft products including Word, Excel, PowerPoint, Visio and Internet Explorer. Other products used include Articulate 360, Audacity and various other products.

RATINGS

Commercial Pilot: ASEL, AMEL, Instrument
Flight Instructor: ASEL; Ground Instructor: Basic
Dispatcher: Licensed Part 121