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Profile

As an Operations Manager, I enjoy driving teams to reduce operational costs and improve lead times and quality. I lead from the front, working closely with the site's team. Data analysis and lean engineering principles underpin my drive to improve systems, processes, quality and people. I've worked in highly regulated sectors including aerospace and pharmaceutical; and worked at extreme ends of manufacturing: high volume low value, and low volume high value products.

Key Skills

- * Change management
- * Lean manufacturing
- * Supply chain management
- * Quality control
- * Budget control
- * Process improvement
- * Health and Safety
- * People Management
- * KPI data analysis

Professional Experience

Operations Manager

January 2019-date

Engineering and CI Manager

June 2018 – January 2019

Sherwin Williams (manufacturer of Ronseal and Geocel)

- * Responsible for all operational aspects on site, leading Health and Safety, inventory control, production, QA and performance management
- * Managed a multi-million pound labour and site budget for a £15m business
- * Managed 10 direct reports, and the facility with 48 employees and up to 20 temporary staff
- * Restructured the operations team to create a more dynamic and flexible workforce
- * Introduced Standard Operating Procedures
- * Set up a document control system managing SOPs, risk assessments and training records
- * Driven 5S and Kaizen events
- * Implemented safety measures to create a Health and Safety culture
- * Introduced preventive maintenance to the engineering department

Key achievements

- * Driven culture change in the plant, improving KPIs, created a positive environment, improving employee engagement score by 7 points in 4 months.
- * Managed CapEx expenditure, and negotiated new contracts, saving 10% of the contract value
- * Effective Performance Management: Appraisal, Feedback, Investigations & Disciplinary hearings, resulting in improved efficiency- removing the need for temporary staff during normal demand and quality
- * Created and implemented site training plan

Continuous Improvement Controller

2009 – 2018

Harrier LLC (owned Truprint and Snapfish)

- * Developed and implemented a document control system encompassing Standard Operating Procedure system, risk assessment system and training matrix to improve quality, productivity and safety
- * Led process improvement projects which reduced costs and improved quality
- * Project managed a program where the majority of full time staff gained government funded NVQs in Lean Manufacturing
- * Conducted site risk assessments and implemented the recommended action
- * Project managed the design & build of the new production site
- * Project managed the purchase and fitout of the new warehouse

Key achievements

- * Led improvement activities to improve OTD from less than 25% to over 99% within 8 weeks

Business Improvement Engineer

2005 – 2009

Eaton Aerospace

- * Set up flow cells reducing cost and improving quality
- * Introduced cell KPIs and mentored cell managers, team leaders and Lean Champions to help facilitate the Lean Journey

* Managed cell KPIs which supports the company goal of 100% on time delivery, quality improvements and inventory reduction—

Key achievements

- * Managed a six sigma project which produced a 50% reduction in scrap
- * Developed procedures and documents which are used in all Eaton Fluid Power sites

Continuous Improvement Engineer/Project Manager

2003 – 2005

HBC Engineering Solutions Ltd.

- * Liaised with a major customer regarding product/process improvements
- * Trained shop floor operators in lean tools to improve OEE and yield
- * Set up a new inventory store in a local prison
- * Justified new tool expenditure to ensure it met the company's purchasing requirements and pay back requirements

Key achievements

- * Project managed the closure of a surplus production facility, successfully meeting the required exit date thus avoiding costly financial penalties
- * Project managed the introduction of a fully integrated production planning and data collection system to monitor OEE. The system achieved a four month pay back and significant impact on the bottom line

Production Engineer

2002 – 2003

Arcoelectric Switches PLC

- * Facilitated production improvement activities in the company's Chinese facility to ensure the company achieved the required financial gains
- * Conferred with the Tunisian production engineers to resolve quality/production issues
- * Improved OEE on the automated assembly machines to reduce lead times

Key achievements

- * Facilitated the redesign of the manual assembly area resulting in a floor space saving of over 30%
- * Improved the yield from 90% to 95% on the automated assembly machines

Production Engineer

2000 – 2002

Bulgin Components PLC

- * NPI – set up a new product production line
- * Managed cycle time reduction projects, resulting in cost reductions with up to 30% improvement in the bottom line
- * Implemented SOP to remove process variation
- * Set up production lines to meet customers' Takt.
- * Designed assembly tooling and testing fixtures

Planning Manager

1999 – 2000

Crown Graphic (Medical chart manufacturer)

- * 6 month contract to oversee relocation of production from Belgium to London
- * Improved the stock control system and production planning system

Industrial Placement – Quality Engineer

1997 – 1998

3M Healthcare

- * Introduction of an automated inspection procedure to reduce process variation
- * Designed and developed a data analysis system to collect key data

Qualifications and Professional Development

NVQ Diploma in Management Level 5

2013-2014

Eaton University personal development programme

2006-2009

Six Sigma Green Belt Training

2006-2007

BEng Hons degree: Manufacturing Engineering (Nottingham Trent University)

1999

Manufacturing Foundation Year (Nottingham University)

1994

BTEC National Certificate- Manufacturing Engineering GEA

1989-1993

SEA1- Mechanical Engineering Application: -

City and Guilds: - Level 3 NC/CNC Machine Setting and Operation (South Devon Technical College)

Hobbies

I enjoy running (ran in the 2015 London Marathon) cycling, messing about in boats (I am a qualified RYA sailing instructor), and pottering about in the garden with the kids. Also, I am active in the local Scout group as the 1st Liverton Scout Leader