DUSHEN

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**SENIOR MANAGER**

Motivated and enthusiastic achiever with highly visible senior management accountabilities, eager to bring to your firm the ability to significantly increase growth, profitability, efficiencies and value.

**OBJECTIVE**

To contribute a strong background in solutions implementation, production and quality management systems, along with a unique drive for excellence and success, to your firm in a Managerial capacity. I am looking to build on my extensive range of technical skills within a challenging role and am keen to achieve further professional development.

**PROFESSIONAL PROFILE**

* I am a performance driven, enthusiastic and dedicated professional with extensive experience across all areas of operations and productivity management
* An exceptional leader who is able to develop and motivate others to achieve targets
* I demonstrate a strong ability to manage projects from conception through to successful completion.
* Superlative interpersonal communicator, presenter and negotiator; delivers effective training programs to all levels of staff.
* Highly analytical thinker with demonstrated ability to scrutinize technical and financial data.
* Proactive individual with a logical approach to challenges, one who performs effectively even within a highly pressurised working environment.
* I have a proven track record in improving efficiencies, reducing costs and increasing revenue.

**AREAS OF EXPERTISE**

* Production Management/ Factory Management
* Quality Assurance Management
* ISO 9001 QMS systems( proficient in implementation and achieving certification)
* Root cause analysis investigations and PAR, CAR studies.
* Project Management, Costing and planning.
* Customer liaison and relationship management
* Market research and product development.
* Spray painting (auto -motive) 2k systems
* Composites and resin systems and their behaviours.
* Plastic conversions
* Acrylics and co-extruded plastic moulding
* Cast injection mouldings
* 6-sigma, TQM, KANBAN
* Expediting Sales orders for all Regions
* Compiling sales and manufacturing strategies
* Disciplinary Procedures and hearings( HR management)
* Maintenance Planning and Management
* Work Study
* Sales coordination for all regions and invoice management
* Strategic Production Planning
* Compiling Unit Standards and work instructions
* Maintain factory overheads at or below budget
* Logistics planning and routing
* New and current product development
* Compile and maintain bill of materials
* Inventory Management Planning and issue
* In process monitoring and C IP implementation
* Maximum output minimum waste and manufacture cost.
* Manage and motivate department Supervisors and Quality Controllers
* FMCG pharmaceutical testing, preparing and packaging.

**COMPUTER SKILLS**

* Word, Excel, Power point, Outlook, and internet, accpac, pastel, syspro

**COURSES AND TRAINING**

* Best Practice Workshop: Manufacturing Round Table, Graduate School of Business – University of Cape Town
* Supervisory Management: Ukhupa Human Resources and Training.
* ISO 9001 – 2008 Systems implementation – In house Mr Eugene Rynard
* Quality Assurance and TQM: Ukhupa Human Resources and Training.
* Labour Law for Managers: FSP
* HR Management : FSP
* 5's Implementation and Maintenance ( Talent Management Solutions)
* MVP chopper/spray machine mechanics (NCS RESINS)
* Occupational Health and Safety 16.2 Appointee: NCS Resins
* Health and Safety Representative Course: SA Training Services
* Fire Fighting and Safety Course: Fire Alert
* D32/33 Quality Occupational Assessors: Corporate College International
* The Workplace Challenge: National Productivity Institute( Mission Directed Work teams)
* Train The Trainer: National Productivity Institute
* RTM moulding 2012- new technology, mould manufacture, and injection( NCS RESINS)
* Young Leaders Forum Leadership Program ( Sirocco Strategy Management) Tony Frost

**PROFESSIONAL EXPERIENCE**

**Post: Project Engineer Consultant (Ceramic Industries) Betta Baths**

**Duties:** Improve manufacturing process of free standing baths, compile standards, reduce waste rate, Improve production efficiencies, installation of quality standards and procedures. Train and develop staff, Maintain QMS. Test compliance according to SABS and ISO9001-2008. Manage new projects and product developments. Sales and marketing strategies. Install and commission new production line with new product range. Procurement standards. Installed and commissioned spray painting booth and curing oven. Improved spray efficiencies by procuring appropriate Plascon products. Improved spray preparation time. Improved finishing times and quality. Improved process from producing 1 Product per month to 10 per week.

**Report to:** CEO: Lance Andrew Foxcroft

**Dates**: Current since 16/03/2016

**Post: Operations Management Consultant (ABLE WALLING SOLUTIONS) Interior office walling, shop fitting,partitions and furniture)**

**Mandate:** Implement and Lean Manufacturing principles. Improve workflow and reduce travel times. Implement 6’s. Install QMS and compile quality manual. Improve relationship between sales, design, planning and production teams to reduce delivery time through communications excellence program. Implement and maintain disciplinary code. Reduce weekly wage bill from R275 000 to R175 000 by reducing overtime and correcting errors on spread sheets. Implement JIT procurement strategies through efficient planning.

**Dates:** November 2015 to February 2016

**Reason:** Consultation Mandate

**Report to:** Jan Swartz (Managing Director consultant) cell: 071 723 9696

**Post: Quality and Efficiency Manager (Grohe - Dawn Watertech) Plexicor/Libra baths.**

**Duties:** Upgrade and maintain ISO quality system, CIP, streamline flows and improve production efficiencies, training and development, scrap analysis and reduction. Testing compliance. Completing compliance documentation and submitting to export customers. Customer visits across Europe annually and monthly countrywide. Compiling of unit standards and work instructions and procedures.

Implementing 5's and Best Practices. Managing, training and mentoring quality control team to achieve manufacturing excellence in compliance with customer specifications, EN198, DIN 232, SABS, CSA and IAPMO standards. Maintained waste at below budget of 3%. Conducted Root Cause Analysis and Corrective/Preventive actions. Provide telephonic technical support and backup to customers.

Compiled product fitting instructions, pamphlets and brochures.

Compiled BOM's and unit factor for products. Conducted time in motion studies on all processes.

I am the Management Representative for the ISO, IAPMO, CSA and SGS Mass Mart audits.

**Report to:** Martin Coetzee CEO of the group.

**Period:** June 2014 to September 2015

**Reason:** company restructure

 **Post**: **Quality Management System Consultant**: **Ceramic Industries (Aquarius Baths**)

 **Duties:** Implement Iso 9001:2008 QMS and achieve certification

 Compile QMS manual which includes: writing work instructions, policies,

Procedures, control forms and documents.

 Streamline production and improve efficiencies>

 **Report to:** Lance Foxcroft (CEO)

 **Period**: June 2013 to September 2013 Contract

* **Post**: Factory Manager/Plant Manager **– Dawn Group, PLEXICOR/LIBRA (Acrylic, Perspex , fibre glass and resin Bathroom Ware and Sanitary ware Manufactures.)**
* Promoted from Group Quality Assurance manager
* Promoted from Factory Foreman,
* Promoted from Production Supervisor

**Report** to: Chief Executive Officer (Martin Coetzee cell: 0823201177)

**Period: April 2004 to 31 May 2013**

**Duties:**

* Developed a performance driven culture that ensures accountability and personal responsibility, lead, develop, coach and motivate 110 staff members in production efficiencies and quality to accomplish key business objectives.
* Responsible for compiling and meeting factory budgetary targets through motivating and developing staff.
* Monitoring and controlling factory compliance in all areas, including effective planning, staff training and development, organisation and time management.
* Maintaining good staff relations through effective communications, leadership, discipline and motivation.
* Achieved internal waste rate at all time low -1.5%
* Supporting department managers and staff to help create their own successful and productive team and become effective team leaders.
* Managing four head quality controllers, to maintain unparalleled standards and customer satisfaction.
* Reviewing and evaluating weekly KPI achievement and producing an end of week spread sheet.
* Managing CAPEX processes and investigations of viability.
* Managing planned maintenance schedules.
* Work closely with acrylic and resin raw material suppliers for product development.
* Conduct monthly waste audits with acrylic supplier representative.
* Handling and swiftly resolving customer complaints in a professional and effective manner.
* Key member of Designing and Development committee.
* Travel abroad and attend to customer needs in UK, Greece, Belgium annually and Country wide monthly.
* Controlling OPEX
* Compiling monthly performance report packs for monthly EXCO meetings.
* Represented unit at monthly EXCO meetings to explain performance to CEO, COO, CFO and Chairman of the Group.
* Controlled internal and external sales reps throughout the country to sales B/O, budgets, stock and logistics.
* Co-ordinated logistics according to production output.
* Controlled model stock according to budget.
* Procured raw materials JIT and within budget
* Produced according to budgeted recovery and margin threshold.
* Lean planning and manufacturing.
* HR and IR issues.
* Chaired and initiated disciplinary hearings.
* 16,2 Sheq appointee.
* Site in charge in absence of CEO.
* Maintained building.

**Post:** Production Foreman– **SOMTA TOOLS – Cutting Tool Manufacturers** 2000 – 2004

* Promoted from Maintenance Fitter.

**Duties:**

* Supervise 60 employees on a four shift basis
* Achieve maximum output and minimum waste
* Training and SETA aligned assessments against unit standards.
* Research and Development of new products and machinery.
* Effected planning strategies.
* Measure production efficiencies and implement corrective actions.
* Health and safety Committee Chairman

**.** Installed “The Work Place Challenge” Productivity System.

**Post:** Maintenance Fitter – **DENIM TEXTILES–** Textile Manufacture, 1999 to 2000- Contract

**Duties:**

* Serviced, repaired and installed heavy machinery.

**Post**: Fitter and Turner ( MEIBC section 28), **MOOI RIVER TEXTILES**, 1996-1999

**Duties:**

* Served a Fitting and Turning apprenticeship.
* Serviced repaired and installed heavy machinery.
* Attended machine breakdowns.
* Worked on hydraulic, pneumatic and steam machines.
* Worked with Siemens PLC 's
* Worked with PIV gearboxes, Wilden DD pumps, Centrifugal pumps.
* Did turning and milling operations.
* Welding, pipe fitting, flange changes and steel fabrication.
* Won 1” place CIP project competition, Successful Implementation of Recycling Boiler Condensate.

**Post**: Shift In Charge/technician**, GP PROPHYLACTICS**, Latex Condom Manufactures, 1996 to 1996

**Duties:**

* Managed 45 staff on a 4 shift basis.
* Production Planning
* Quality Control
* FMCG Pharmaceutical Practices and packaging
* Attending Machine alarms and breakdowns.
* Generating daily, weekly and monthly production reports.
* Batch sample, testing (SABS), and corrective action issue.
* Managed all HR functions including wage recons.
* Supervised lab and verified in process testing according to Pharmaceutical Standards.
* Tested samples with Australian Rep on a quarterly.

**Post:** Turner and Machinist and Fabricator, **LCM ENGINEERING**, Heavy Motor Vehicle Body and Trailer Fabricators. 1995 -1996

**Duties:**

* CNC lathe and Machining Operations.
* Manufacture braking systems for truck Trailers.
* Automotive quality assurance.
* Turn and assemble trailer axels and sub assemblies.
* Steel fabrication of Chassis and Bodies
* Arc, Co2, Argon welding. oxygen/acetylene cutting torch.
* Use of profile cutters, guillotines 6mm, Hydraulic Bending presses
* steel punch presses, band saws.
* Repair and Maintain earthmoving machinery, CAT, Hitachi, John deer, Samsung, Bell
* Install electrical lighting systems on truck bodies.

**PERSONAL DETAILS**

Date of Birth: 23 June 1977

Language: English - Good

 Afrikaans - Good

 Zulu - Fair

**EDUCATION**

**Institution:** Kharina Secondary School

**Qualification:** Matriculation

**Subjects Passed:** English; Afrikaans; Maths; Physical Science; Biology and Geography.

**Institution:** Northdale Technical College

**Qualification:** N2 Mechanical Engineering

**Subjects Passed:** Fitting andMachining Trade Theory; Mechano Techniques; Engineering Drawing; Engineering Science and Engineering Maths.

**Institution:** UNISA

**Qualification:** National Diploma; Production Operations and Productivity Management (incomplete to lack of funding From Company)

**Subjects:** Strategic roles and objectives in Operations; Design in Operations management; Planning and Control; Operations Improvements; Operations Challenges.

**INTERESTS AND ACTIVITIES**

* Golf
* DIY
* Cooking
* Exercising at Gym
* Fishing and Camping
* Restoring Cars
* Writing and producing plays for local theatre.