HEAD OF QUALITY, HEALTH AND SAFETY AND TECHNICAL SERVICES

# ABOUT ME:

A Dynamic and strong headed professional with 23 years of experience in Quality Assurance in the Printing and Packaging Industry with extensive application knowledge in pressure sensitive labels , shrink sleeves , tags and tickets, wrap around

, and In Mould Label . I have hands-on experience in the various print technologies majorly used for these applications – Flexography, Screen, and Digital with in depth knowledge of press workflow from artwork creation to pre- press, post press and press and its associated quality requirements.

# AREA OF EXPERTISE:

Quality Management Systems – ISO 9001:2015 OHASAS – ISO 18001:2007

Environmental Management System – ISO 14001:2015 Digital Printing – Inkjet and Toner based

Technical Interventions

Claim Management – Resolution and Root Cause

Print Quality / Test Methods / Process and Procedures – Benchmarking Customer Management

Internal and External Audits

Award Management – FTA / FINAT / Local UAE

# MAJOR ACHIEVEMENTS:

1. Major Print Award received successfully year on year under my leadership in the global label print competitions FINAT / FTA and World Label Awards.
2. Successful implementation and certification for Integrated Management System – QMS / OHASAS / Environmental Systems in a record time of six months – all three standards.
3. American Standard Quality Innovation AWARD - 2018, 2017.
4. Core Team Member for the below Organizational awards. /achievements
5. Sedex Member Mark year 2020
6. Taqdeer 5 Star -2018
7. Dubai Economy Award – 2018
8. Taqdeer 4 Star – 2017
9. Mohammed Bin Rashid Al Maktoum Innovation Award – 2017
10. Mohammed Bin Rashid Al Maktoum Business Excellence Award – 2015
11. Dubai Chamber CSR awards – 2017 , 2016 , 2015 , 2014
12. Successful transition of 60% traditional Flexo jobs on to Digital thereby improving service standards and quality.
13. Developed the In house Quality Laboratory with testing equipments in line with FINAT Standards.
14. Developed the Ink Kitchen with proofing systems and GSE ink dispensing and color matching.
15. Developed the shrink sleeve business with major clients in UAE as Dabur, Precision Plastics, JRD, Al Ain, Sterling Perfumes, and Marico etc.
16. Technically solved major concern areas and labeling challenges faced by application clients by good engineering solutions and RM corrections.
17. Reduction in customer claims year on year with a claim rate of 0.3% for 2018-2019.

# KEY AREAS LEAD IN PRESENT ORGANISATION

**TECHNICAL MANAGER: (April 2019 onwards)**

1. To provide technical support to clients and Sales team and understand customer needs and challengesand proactively resolving thorough interventions.
2. Interface with Customer for Technical specs and artwork related queries, Protocol Testing / FAT assessment.
3. Validating the Technical Job Specification Sheets before release of work orders
4. Technical Interventions of Printing Press with the principles.
5. Improving Top Line by substitute RM and product development
6. Improving Bottom Line by technical solutions and resolving disruption issues.
7. Process improvement by improved engineering solutions or methodology change.
8. Core Committee member in ERP implementation.

**DIGITAL DEPARTMENT MANAGER: (January 2018 to March 2019)** – ADDITIONAL RESPONSIBILITY

1. Total Operations Management of the digital department – three technologies (Xeikon, Indigo and Durst) rightfrom Work order to deliveries.
2. Installation Training and mentoring the team for operational excellence.
3. Ensure objective met of right first time and on time in Full. Achieved the KPI in full.
4. Prepress Management of the Digital Division.
5. 5S implementation.
6. Selecting the right technology for print based on order pattern / colour requirements and efficiency.

# QUALITY AND HEALTH AND SAFETY MANAGER: (October 2016 to March 2019)

1. Quality Assurance of print quality - To maintain high Quality Print Standards complying to Customer Specifications, artworks and designs and complying to regulatory and statutory standards.
2. To champion Innovation Culture and Policies and promote innovation printing and customer technical challenges by Creating a “Wow” element and experience through the entire supply chain process.
3. To ensure compliance of all customer specifications and operate within the scope of sales agreement.
4. Validate print processes by establishing product specifications and quality attributes; measuring production; Documenting evidence; determining operational and performance qualification; writing and updatingquality Assurance procedures**.**
5. Understand Customer needs and liaise with internal stakeholders to satisfy all critical quality parameters.
6. Lead all customer developments and be a part of customer in the design and artwork stage.
7. Strategically manage all development costs either as production costs or development cost based on customer.
8. Evaluate key projects and assign team accordingly.
9. Customer Claim Handling – Investigate, resolve and Sign off on write off / credit approvals as per thecase.
10. Ensure Corrective Actions are taken, deployed implemented and sustained.
11. Ensure Calibration of Equipment’s and Stake holder of Measuring and Monitoring standards.
12. Conduct trainings on Actual Case Studies of Learning’s and Failures as Continual Improvement programme.
13. Conduct Safety Audits and drive the Safety initiatives, PPE control, MSDS and HIRA.
14. Additional responsibility as Innovation Head for Innovation Management deployment and ensure participationby all stakeholders to meet Organization KPI.

# KEY STRENGTHS

1. Well versed with printing operations having been in leadership position for the last 12 years.
2. Well versed with UAE legal and operational challenges.
3. Good understanding of local customers and associated quality needs.
4. Systematic, diligent, determined, leadership skills.
5. Result Oriented and working with facts and figures.

# EXPERIENCE BACKGROUND.

1. Head of Quality and Technical – Printing Company in Jebel Ali from Oct 2008 till date.
2. Quality Officer – Future Pack, Sharjah – 2006 till 2008.
3. Quality Executive at Courtaulds Packaging Ltd , Now Albea (Collapsible laminate tubes production including printing)

# ACADEMIC BACKGROUND:

1. MBA in operations Management, A grade, Indian School of Management Studies.
2. Diploma in Lean Management, A grade – Indian School of Management Studies.
3. Diploma in Health and Safety Management, A Grade Indian School of Management Studies.
4. Bachelors in Industrial Electronic, 1994, Government Polytechnic Panaji – Goa, india.
5. Various Seminars / trade Conference like Label Expo (Brussels), Print Pack Middle east – Conference, Phoenix Color Management Software, ESKO prepress platform attended..

# PERSONAL DETAILS:

Nationality : Indian

Date of Birth : 28th November 1972

Marital Status :Married

Languages : English / Hindi / Marathi .Konkani

VISA : Visit Visa

**CONTACTS:**

Personal Contact: [aparna-48460@2freemail.com](mailto:aparna-48460@2freemail.com) / [aparna-48460@gulfjobseeker.com](mailto:aparna-48460@gulfjobseeker.com)

Mobile: 0504973598

Reference: Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

Video CV: [View and download my CV Free on Gulfjobseeker.com](http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php)

# PERSONAL ACHIEVEMENTS & RECOGNITIONS:

## Middle East Women Achiever Award – 2018 Women Super Achiever Award – 2017 Community Award – Role Model

***Sincere thanks for going through the CV.***

## APARNA