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# John Smith

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## GENERAL MANAGER

♦ Production - Customer Service - Supply Chain Management ♦

Considerable experience and a proven track record of contribution within the packaging industry, meeting production, sales and profit targets, optimising business, distribution networks, commercial operations and team potentials through strong planning, operational activities, project management and leadership abilities. I am now looking to make a significant contribution (with career progression opportunities) together with a challenging employer within areas of my expertise.

## AREAS OF EXPERTISE

- General Management / Directorship
- P&L Responsibilities
- Budgeting / Cost Control
- Problem Solving / Change Management
- Operational Management
- Logistics and Distribution
- Staff Training / Leadership
- Supply Chain Management
- Project Management
- HR Issues
- Customer Service
- Quality Assurance

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

Company A. (Flexible Packaging Manufacturer)

### GENERAL MANAGER

May 03 - Oct 08

Responsible for P&L, all business functions and operational aspects for the whole site including, investment distribution, logistics (UK Northern and Southern Europe), sales and customer services, HR (up to 135 staff and £12.5 million turnover). Very much a hands on operation, leading from the front and significantly contributing towards the management of people, products and equipment whilst achieving all KPI, Service Level Agreements (SLAs) and P&L targets.

- Implemented new systems /working process across the plant / wrote and developed quality procedures / Schur Employee Handbook.
- Established and developed a Works Committee, thereafter creating dialogue and effective negotiation platform that improved management/employee relationships without Union involvement.
- Implemented flexible working arrangements to support demand / supply fluctuation within the FMCG supply chain.
- Recognized "European Supplier Award" Winner, Bronze (2004), Gold (2005).

### SITE OPERATIONS MANAGER

Feb 98 - May 03

Same responsibilities as above except for the sales function.

- Project managed a £3 Million plus expansion programme - that doubled the site area and supported a turnover development from £8 Million to £12.5 Million over a period of 4 years.
  - Planned machine layouts that created more space and enabled the whole factory be more efficient. Introduced new technology, processes and operational practices. Reorganised the stores and dispatch areas.
  - Negotiated contract SLAs with external suppliers to ensure service standards are met.
  - Reduced costs by involving personnel and introducing KPI measurement systems to engage employees.
  - Increased productivity, quality and turnover with key customers, all of which made Company A more competitive.
  - Increased production output by over 100% through the introduction of tight manufacturing controls and disciplines whilst creating new systems in KPI measures.
  - Introduced new products that led to an increase in sales circa £150,000 and an industry recognized award.
  - Improved customer service levels to 98.7 % from initial start of 80%
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

*Company A. (continued)*

### CONVERSION MANAGER

1996 - 98

Departmental responsibilities within operations including production, labour scheduling, man management, health and safety, purchasing, materials management.

- **Staff Training:** Built a strong team after designing and implementing staff training programme and development initiatives whilst meeting organisational, staff recruitment needs.
- Introduced a multi-skilling concept that reduced labour turnover and increased staff morale.
- Revised, rewrote and implemented Staff Training and Health and Safety Manual.
- Increased production from 78% to 93%
- Reduced scrap from 9% to 3%

### PRODUCTION MANAGER

1995 - 96

- Responsible for flexographic printing up to 8 colours and conversion of film into various forms of flexible packaging.
- Helped expand print by 100% and conversion by 40%, recruitment of personnel from 35 to 60 within 2 months.
- Installed 2 new print, 4 conversion machinery and products for new export markets.
- Maintained print levels whilst recruiting and training new staff. Introduced continuous improvement teams, quality circles and good communications.
- Increased productivity from 78% to 85% and continually reducing downtime.

## EARLY CAREER SUMMARY

|  |  |         |
|--|--|---------|
| Quality and Customer Service Manager     | Company A, Cramlington, Northumberland | 1993-95 |
| Quality Manager                          | Company A, Cramlington, Northumberland | 1990-93 |
| Quality and Technical Service Supervisor | Company B Ltd.                         | 1986-90 |

## COURSES

Formal external training and numerous in-house courses have supplemented my extensive hand-on and strategic management experience: Budget Development and Administration, Project Management, Health and Safety at Work, Managing Safety, Effective Middle Management, Law and the Manager, Effective Communication and Presentations, Team leadership, Motivation Techniques, MS Windows, Customer Care.

## PERSONAL

*Interests and Pastimes:* Family, travel, football, music, cookery.  
*Mobility:* Full driving license.  
*Born:* 1969. Newcastle upon Tyne.  
*Marital Status:* Married, 2 children.

*References available on request.*

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