

Albert Franklin, MBA, BEng

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MANUFACTURING OPERATIONS EXECUTIVE who knows what it takes to position a company as vendor of choice in highly competitive global markets. 15 years of successes driving multi-million dollar improvements in productivity, quality control and customer satisfaction. Experienced designing and implementing state-of-the-art quality control programs that meet rigorous Tier 1 Supplier standards. Blends advanced technical expertise as a Mechanical Engineer with cross-functional business acumen in all areas of finance and operations.

AREAS OF EXPERTISE

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|-------------------------------------|-----------------------------------|-----------------------------------|
| ✓ Strategic & Operational Planning | ✓ Process Design & Re-engineering | ✓ Performance Measurement Tools |
| ✓ Enterprise-Wide Quality Assurance | ✓ Internal Quality & Waste Audits | ✓ Change Management |
| ✓ Compliance Policies & Procedures | ✓ Profit & Loss Management | ✓ Training & Development Programs |

CAREER HIGHLIGHTS

DIRECTOR, Quality, Environmental & Testing

1998 - Present

Reymann Office Systems, Cleveland, OH

Brought in by the Senior VP of Manufacturing to spearhead quality assurance for this \$450 million international office furniture manufacturer.

Plan of Action:

- Built **ISO9001/14001** quality assurance and environmental management programs from the ground up.
- Used **lean manufacturing and six sigma tools** to diagnose and remedy root cause issues across the entire global supply chain, from incoming materials and production processes to distribution of finished products.
- Recruited, trained and mentored a 28-member cross-functional team to oversee the quality assurance and environmental management for **five facilities in the US, Canada and Malaysia**, representing **70%** of the company's business.
- Elevated the company's **investment in quality training**, and empowered staff with the knowledge, tools and strategies to effectively contribute to product quality, cost control and environmental integrity objectives.
- Introduced a comprehensive **quality audit program for suppliers** that included inspections of waste disposal and sewer samplings to ensure compliance with environmental management regulations.
- Provided quality control expertise for the **implementation of Just-in-Time** principles and practices.
- **Re-engineered product design** and manufacturing practices to enable the use of more environmentally friendly chemicals and materials.
- Changed plant layout and equipment to **reduce energy costs**.
- Established a certified test lab to conduct in-house regulatory testing, enabling the firm to quickly resolve a chronic backlog of government-mandated testing procedures and achieve **100% audit pass rates** on quality and environmental systems.
- Championed continuous improvement for current operations and new product launches, using **APQP processes** to measure and monitor quality.

Results:

- **Reduced customer complaints by 30%** and enabled the company to distinguish itself from the competition on the basis of exceptional quality and customer satisfaction.
- **Cut year-over-year utility expenditures by 4% to 5%**, becoming one of only 4 plants in Ontario to meet the Ministry of the Environment's 10% energy reduction targets.
- Translated \$500k investment in employee training into **\$2.1M in employee-initiated improvements**.
- Realized **\$5.5 million total reduction** in operating expenditures.
- Fostered a **solutions-focused culture** across the organization, with staff who are proactively committed to upholding quality and environmental principles.

Continued...

CAREER HIGHLIGHTS Continued...

OPERATIONS MANAGER 1996 - 1998
SENIOR MANAGER, Supplier Quality 1994 - 1996

DG Manufacturing (formerly Dyem Automotive), London & Stoney Creek, ON

Originally joined Dyem Automotive to ensure supplier quality for 15 vendors globally. Following the acquisition of Dyem by DG Manufacturing, transferred to a Tier 2 paint facility for automotive plastics, with the mandate to turn it into a Tier 1 operation.

Plan of Action:

- Completely **rebuilt the management team**; recruited new purchasing, finance, quality, manufacturing and warehousing staff with the expertise needed to achieve the ambitious business plan.
- Instituted a comprehensive quality assurance program and fundamentally **re-engineered business operations**.
- Introduced an extensive **supplier audit program** targeting the top 20 suppliers, as well as 10 “problem” suppliers.

Results:

- Transformed a money-losing operation into **20% profit levels** on annual revenues of \$60 million.
- Enabled the company to **secure new contracts** for exterior plastic parts and trims on Chrysler, Buick and Cadillac vehicles.
- Established Dyem as a GM **Supplier of the Year**, ranking among the top 100 of 10,000 suppliers globally.

Additional professional experience includes 13+ years in Senior Management, Engineering and Quality Auditing roles in the manufacturing sector with companies such as Duracell Batteries, Ford Motor Company, and Stelco.

EDUCATION

Executive Masters of Business Administration

University of Western, London, Ontario, '90

Bachelor of Mechanical Engineering

University of Eastern Michigan, Ypsilanti Michigan, '81

Quality Assurance Certificate Program

Ryerson University, Toronto, Ontario

PROFESSIONAL DEVELOPMENT

Occupational Health & Safety Lead Auditor Training
 Shingijutsu Gemba Kaizen - Lean Manufacturing, *Japan*
 Shingijutsu Standard Operations - Lean Manufacturing
 RAB Lead Auditor/Assessors of Quality & Environmental Systems
 Six Sigma Black Belt and Certified Train-the-Trainer
 Peak Performance – Management Excellence ♦ Seven Habits of Highly Effective People
 2-years of Situational Leadership Training, *Humber College*
 Finance & Accounting for Executives ♦ Purchasing Management Certificate
 Specialized training in Textile Manufacturing, *6-week university course, North Carolina*