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| **Gyanendra Pratap Singh**  **(Consultant & Trainer)**  **Lean Six Sigma Black belt Business & Operational Excellence**  **Manufacturing , Service & Quality expert**  [gyanendra3@gmail.com](mailto:gyanendra3@gmail.com)8800518917 |
| **AREA OF EXPERTIZE** |
| * Business Excellence ● Lean Six-Sigma ● Project Management ● Quality Operation Development ● Continuous Improvement ● Quality Management System (ISO9001, ISO14001) ● Supply Chain Management ● Compliance management and auditing * Business Process Re-engineering ●Total Quality Management ● Benchmarking * Balanced Scorecards ● Root Cause Analysis ● Problem Solving ● Budgeting/Cost Control * Team Building & Leadership |
| **PROFESSIONAL SUMMARY** |
| * A Business Excellence professional with 24 years *(15 years in Gulf countries; UAE, KSA, Qatar, Bahrain, Oman, Azerbaijan)* of development, implementation and management experience in the fields of Lean-Six Sigma, ISO standards such as QMS & EMS, project management, quality & operation development & excellence, SCM, BPR, distribution, service & finance. * Organization wide successful deployment exposure of Lean Six Sigma framework in manufacturing, service and distribution industries. * Proficiency in designing, development, set up and maintenance of quality & operation excellence framework aligned with organization objectives, mission and vision. * Excellent working exposure on Lean Six Sigma tools i.e. DMAIC, DFSS, TPM, 5S, Kaizen, SMED, Poka-yoke, VSM, FMEA, One- Piece-Flow, DOE, and Kanban etc. * Implemented various Lean Six Sigma, BPR and SCM projects in various business modules across industries. * Set up, development and management experience of preparing quality manual, quality assurance procedures & methods, performance monitoring & control. * Certified ***Six Sigma “Black belt”*** from ***IQF, USA*** and **“*Lean Mastery”*** from ***California State University,* “CSCP”** from **APICS** *and* ***“PMP”*** from ***PMI.*** * **Bureau Veritas** certified **internal auditor** with certification on implementation, development and management of ***QMS (ISO 9001), EMS (ISO14001).*** * Possesses good team leader skills and certified on ***“Team building and Effective leadership skills”.*** * Working experience on MS- Dynamics AX ERP, ORION based ERP (10.6), Infor ERP system, MS-Dynamics CRM, MS-Project, iGrafx, MS-Visio and Minitab17, Excel statistical analysis. |

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| 1. **Freelancer consultant and trainer, Middle east & India (Jan’20-Present)**   Providing Lean-Six Sigma black belt, green belt, yellow belt, Minitab statistics analysis, Project management, DOE, Value Stream Mapping, TPM and 5S trainings. Mentoring and coaching project teams to achieve deliverables. Providing consultancy and assisting companies to deploy Lean- Six Sigma methodology, Quality Management System and Project management to achieve business excellence.   1. **Alessa Industries Company, Riyadh’ KSA (3 years) (Sr. Quality & Excellence Manager)** [www.alessa.com.sa](http://www.alessa.com.sa/)   AIC group was founded by Hamad Abdullah Alessa in 1935. Alessa is an integrated group in the business. It includes distributing appliances, electronics and manufacturing refrigerators, freezers, air conditioners and air handling units, as well as contracting and installation of personnel and commercial air conditioners and air handling units. AIC has proud, long association and sole distribution right of international brands like: HITACHI, SAMSUNG, GIBSON, LOFRA, LEONARD. HUNTAIR and CANDY along with its own brands like CRAFFT, HAAS etc.   1. **Obeikan Investment Group, Riyadh’ KSA (2 Years) (Lean Six Sigma Deployment Manager)** [www.obeikan.com.sa](http://www.obeikan.com.sa/)   OIG diverged into many companies, plants, centres and strategic partnerships with a number of major and significant international companies in the fields of bottling and packaging, printing and binding, publishing, Glass manufacturing, Paper manufacturing, curriculum development and e-learning. Obeikan Group in the leadership position in terms of making and providing solutions and services that it presents via more than twenty specialized companies and strategic partner such as SIG, ELOPAK, Almarai, Nadec, McGraw Hill, University of Cambridge, Linco, Hochland, Laureate etc.   1. **Bhatia Brothers LLC, Dubai’ Dubai’ UAE (3 Years) (Business Excellence Lead: Lean Six Sigma)** [www.bhatia.com](http://www.bhatia.com/)   A Major distributor for fortune 500 listed OEMs, Pipe fabricator & technical support and service provider of machine & equipment, tools & accessories, pipes & fitting, pumps, compressors to Oil & Gas, MEP, EPC, ISD and construction companies. We are sole distributor of parts & products of various fortune 500 companies in FMCG, Consumer electronics, IT accessories, and Automobile segments and mainly operating  in Middle East and Africa region. |

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| **ORGANIZATIONAL SUMMARY** | | |
| 1. **Falcon Technologies International, RAK’ UAE (6 Years) (Continuous Improvement Specialist)** [www.falconrak.ae](http://www.falconrak.ae/)   ISO 9001,14001 certified company is engaged in manufacturing digital media storage items (CD, DVD, and BD) and assembly of various electronic equipment for world’s renowned OEM like MKM, Phillips, TDK, Imation etc.   1. **Jupiter Innovation Limited, Baddi’ India (1 Year) (Manager-Operation)** [www.frontechonline.com](http://www.frontechonline.com/)   Company is one of the leading manufacturer and importer of IT peripherals, FMCG, Electronic appliances, Digital and removable media storage items under brand name **“FRONTECH”.**   1. **Moser Baer India Limited, Noida’ India (5 Years) (Sr. Engineer-Molding)** [www.moserbaer.com](http://www.moserbaer.com/)   One of India's leading multi-technology organizations, successfully developed cutting edge technologies to become the world's second largest manufacturer of Optical Storage media, Solar Energy, Home Entertainment and IT Peripherals & Consumer Electronics.   1. **HSMD, Ballabgarh’ India (2 Years)**   **(Engineer-Molding)** [www.hmdhealthcare.com](http://www.hmdhealthcare.com/)  Company is ISO 9001, ISO 13485 and the European M.D.D. Products carry CE Mark specialized in producing Medical devices and accessories. | | |
| **CAREER ACHIEVEMENT** | | |
| **Project description** | **Tool and Techniques**  **used** | **Cost/Quality/Process**  **Improvement** |
| 1. Supply chain network design, configuration and optimization. 2. Transportation cost reduction. 3. Process improvement projects: Change over time reduction, Colour mismatch, Thickness profile, Consumable consumption   (Printing, Paper & Glass) | Mathematical model, SMEs & Operation research, VOC, new vendor developments, SLA & Step Documents. Six Sigma DMAIC tools: DOE, Regression, Descriptive and statistical analysis tools, Lean tools (VSM,  SMED, Poka Yoke. | 1. Cost saving of SAR 5 million annually. 2. Recurring annual saving of 30% of transportation cost approximately (SAR 2 million). 3. Over million SAR recurring savings and quality improvements. |

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| **Project description** | **Tool and Techniques**  **used** | **Cost/Quality/Process**  **Improvement** |
| 1. Reduction in Sales return by 50% and On- time delivery   Improvement (*0 % return due to* d*amaged stock and wrong order)*   1. MS-Dynamics CRM project (Sales, Service & Project modules) 2. Through put yield improvement. 3. TPM implementation & OEE improvement. 4. Consumable cost   reduction by 50% | SPC tools, Six Sigma DMAIC tools, Lean tools, D-SPANCOP, POPSA, Process Mapping etc.  Six Sigma DMAIC tools  i.e. QFD, analysis, FMEA, DOE, Poka  Yoke, Control chart. BTR, New supplier development. | 1. 514500 AED annual cost savings. 4 % of return reasons were not recorded but after project IT system introduced a new check for entry) 2. Improved KPI, VOC, Right projects selection, better customer management Bid/ Quote analysis, Supplier selection and evaluation. 3. Yield improved from 85% to 97% with annual savings of 100000$. 4. OEE improved by 5%. 5. 180000$ Savings annually. |
| **KEY PERFORMANCE AREA** | | |
| 1. Working as freelancer consultant and trainer, providing project mentoring, facilitation and training along with completing 125 plus projects with achieving 30-50 % improvement targets as well as delivering 10000 plus hours of training to 2500 plus personals in 10 countries. 2. Deployed companywide Lean Six Sigma methodology in Obeikan Glass Company, ELOPAK, SIG CBOB and AIC by establishing Lean Six Sigma organization structure with top management and assigned sponsors and champions. 3. Introduced, set up and developed customized Minitab-essential and basics, Lean-Six Sigma yellow belt, green belt, black belt, DOE, TPM, VSM and 5S training programs customized to manufacturing and service operations, distribution centres, hospital etc. 4. Trains and coach Lean Six Sigma tools & techniques, Minitab, PMP and several other business excellence tools and method and their applications. 5. Provides consultancy, coaching and training to develop, set up and implement Quality Management System ISO 9001 framework. 6. Introduced, developed and manage QMS ISO 9001 frameworks (i.e. Quality manual, Policy and procedure, step documents & work instructions, records, audit and customer feedback) in Alessa Industries Company. 7. Expert in developing simple and effective Lean & Six Sigma metrics to monitor performance and raise the flag and alerts for PA & CA. | | |

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| 1. Develops efficient operational processes, methods and procedures to set up standards and apply best practices. 2. Performs project risk analysis, identifying risks, maintaining risk register and applying, suggesting responses to top management for strategic decisions. 3. Performs competitive, best-in-class and process benchmarking to set up baseline and target for improvement. 4. Successfully lead and driven various Six-Sigma Black Belt projects in Manufacturing, Service and Supply Chain operations with tangible financial gains and quality improvements. 5. Contributed significantly to achieve Lean Sigma maturity level. 6. Introduced and implemented VSM on production and supply chain processes to identify problems and wastes. 7. Introduced, developed, set up and manage suggestion scheme and completed 200 Kaizen projects with sustained saving above 400K $. 8. Introduced and successfully implemented several TPM & SMED programs and increase OEE by 5% to 10%. 9. Applied Lean methodology to create One-Piece-Flow cell by laying down an improved machine & equipment layout. 10. Introduced, set up and deployed companywide 5S program by developing 5S structure, organization layout, reporting and auditing framework. 11. Established change management system to control and monitor companywide change and trial request to sustain project and process improvement gains. 12. Developed effective methodology to assess business needs, perform CBA and helping management in decision making. 13. Prepared SLAs for various outsourcing and procurement vendors to select evaluate performance and reduce cost. 14. Worked with HR for right talent acquisition, orientation, learning & growth of new joiners and existing employees. 15. Appraised and review performances with core competency based on skill matrix, highlights gap and take CA to fill the gaps. 16. Introduced, developed and implemented complete integrated document management system for fast retrieval, audit trails and improved approvals time lines. 17. Introduced and set up balanced scorecards, aligned existing and started new metrics to measure overall organization’s performance i.e. Financial, Customer, Internal processes, Learning & Growth. 18. Designed and configured current supply chain network as per existing and future market and economic conditions. 19. Worked as a core group member for ERP project and streamlining business processes for successful ERP implementation. |

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| 27.Prepared business process documents for IT project e.g. FOCUS procurement, Microsoft CRM, e-Commerce, Video conferencing (Polycom), Vicidocs DMS, ManageEngine Helpdesk, Desktop, IP telephony etc. and assured successful implementation. |
| **EDUCATIONAL QUALIFICATION AND PROFESSIONAL CERTIFICATION** |
| * MBA in Operation Management, IGNOU’ New Delhi, India. * Engineering in Plastics Technology, IERT Allahabad, India. * Certificate course in Lean Mastery, California State University, California. * Certified Six Sigma black belt & green belt, IQF (International Quality Federation)’ USA. * Certified PMP from Project Management Institute, USA. * Certified CSCP from APICS, USA. * Certified Six Sigma Black belt project, FTI’ UAE. |

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