

SCOTT RINGSLY

2121 Chalybeate Springs Road Woodland, GA 31836 • (706) 555-9675 • email: sring@msn.net

CERTIFIED GREEN BELT

MANUFACTURING · PRODUCTION · SUPERVISION · LEADERSHIP · TRAINING QUALITY · PROCESS IMPROVEMENT

Dedicated and motivated professional offering 14+ years of experience in management and supervision. Expertise in manufacturing, production control, process improvement, quality and training. Specialized in processing, forming, and printing of plastic data cards and processing and printing of financial documents. Demonstrated experience with quality systems, documentation systems, and production processes ensuring adherence to all policies and procedures. Recognize the importance of following specific rules and regulations as they apply to personnel safety and government standards.

CORE SKILLS

- Quality Management Systems
- Effective Communication Skills
- Six Sigma and Continuous Improvement
- LEAN Manufacturing
- Troubleshooting / Problem Solving Skills
- Plan, Organize, and Manage Production Teams

COMPUTER SKILLS ☒ Windows XP, MS Word, MS Excel, MS PowerPoint, MS Outlook, and MS Internet Explorer

PROFESSIONAL CAREER EXPERTISE

MANUFACTURING AND PRODUCTION

- Manage activities of 140 production and support personnel including supervisors (4) team leaders (12), machine operators, inspectors, material handlers, and print machine operators producing retail cardholder billing statements.
- Oversee utilization of OS390 print server and high speed printing equipment to ensure proper data formatting, printer mapping, server storage, and statement application requirements.
- Review, analyze, and evaluate management programs, conduct detailed analyses of workloads, processes, and manpower, recommend program enhancements to meet unforeseen developments and new priorities.
- Manage annual budget including four cost centers ranging from \$10M to \$14M, assist developing production budgets and compile budget estimates for departmental management reports, forecasts and initiate actions on the basis of forecast needs.
- Plan and establish production schedules and work assignments, determine production requirements and prioritize production sequences to meet production goals, prepare work orders and monitor production activity.
- Correspond with all levels of leadership to coordinate activities between departments to balance workloads and manpower, maintain information including time, production and cost records, and prepare management reports.
- Prepare daily production and quality reports for operator review and incorporate daily data into semiannual production performance reviews.
- Oversee production of approximately 3K jobs with two day mailing turnaround time and processed approximately 2M cards monthly.

QUALITY ASSURANCE AND PROCESS IMPROVEMENT

- Apply knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing effective manufacture and distribution of products.
- Conduct tests and inspections to evaluate quality and performance, control operation of equipment and systems to ensure precision and accuracy, analyze operating errors and implement corrective actions.
- Implemented “Voice of the Customer” quality initiative and established “Critical to Quality” attributes to promote and support quality improvement and led group quality meetings to improve overall performance.
- Participated in the introduction of “5S” method of **LEAN Manufacturing** to reduce waste, shorten cycle times, develop process standardizing, and expedite ability to rapidly respond to customer requirements.

PROFESSIONAL CAREER EXPERTISE CONTINUED...

QUALITY ASSURANCE AND PROCESS IMPROVEMENT

- Developed process to print small volume jobs on desktop printer, eliminating extensive setup time on large print machines, improving print machine utilization and reducing material waste.
- Facilitated and led Print Services through 8 month **Six-Sigma** program during FY2002 resulting in DPMO (Defects Per Million Opportunities) average of 120.
- Facilitated and led Mail Services through 50% improvement of DPMO within six months.
- Improved processes, eliminating non-value process steps and reduced machine downtime using **DMAIC** (Define, Measure, Analyze, Improve and Control) **Six-Sigma** Methodology, saving over \$500K in FY2004.
- Established incentive plan to reward performance resulting in 30% increase in productivity.

LEADERSHIP AND TRAINING

- Develop management strategies and processes; provide guidance related to workforce planning, recruitment, retention, employment, leadership, efficiency, and employee evaluation and development.
- Plan and adjust workload and assignments to meet constantly changing organizational needs; arrange priorities, prepare timelines and apply effective management principles to complete assignments on schedule.
- Prepare and deliver training and education, ensuring training program provides competencies necessary to provide exceptional service to customers.
- Participate in planning and coordinating equipment operation, quality and safety training for individuals and groups, and the measurement of effectiveness of training.
- Confer with management and subordinates to resolve personnel problems, complaints, and grievances.
- Supply guidance and direction to subordinates, including setting performance standards, monitoring performance, and motivating team members to work together to accomplish tasks.
- Provide operational guidelines and instructions for staff to participate in best practice sharing with Omaha-based counterparts.

PROFESSIONAL EXPERIENCE

Print and Mail Services Manager , G. E. Capital / First Data Resources, Macon, GA	2005 - Present
Senior Print Services Manager , G. E. Capital / First Data Resources, Macon, GA	2000 - 2005
Card Processing Manager , G. E. Capital / First Data Resources, Macon, GA	1996 - 2000
Production Manager , Total Systems Services, Inc., Columbus, GA	1993 - 1996
Quality Coordinator / Team Leader, Embosser , Total Systems Services, Inc., Columbus, GA	1989 - 1993

PROFESSIONAL DEVELOPMENT

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| • DMAIC Quality | • Process Management |
| • Lean Manufacturing | • First Data Leadership |
| • Management Courses | • Dale Carnegie Course |
| • G. E. Greenbelt Quality Training (Greenbelt Certified) | • TSYS Management Development Program |

REFERENCES FURNISHED UPON REQUEST

