

# SHIJO LAL

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## PROFILE

Strategic and results-driven Operational Excellence & Program Manager with 9+ years of experience in strategic planning, process optimization, project/program management, and supply chain transformation across global and India operations. Certified Lean Six Sigma Black Belt with a proven track record of leading cross-functional teams, delivering client-focused initiatives, and embedding a culture of continuous improvement and KPI-driven execution. Adept at portfolio and program management, stakeholder engagement, SLA governance, and cost optimization, driving business growth, operational efficiency, and sustainable client satisfaction.

## CORE COMPETENCIES

- Business Strategy Planning & Execution (Long-term Roadmap Development)
- Program & Project Management (Agile, Waterfall, PMO frameworks)
- Operational Excellence (Lean Six Sigma Black Belt – DMAIC, VSM, Kaizen, 5S)
- Continuous Improvement & Global Kaizens | SLA & KPI Governance
- Client & Stakeholder Management
- Productivity & Efficiency Improvements | Cost Reduction Initiatives
- Risk & Issue Management | Change Management | Governance & Reporting
- Data Analytics & Insights (Power BI, Excel Advanced)
- ERP & Workflow Tools: SAP, Jira, Monday.com

## CERTIFICATIONS & PROJECTS

- Lean Six Sigma Black Belt – Council for Six Sigma Certification (CSSC)
- SC0x: Supply Chain Analytics – MIT, USA
- Supply Chain & Operations – NASBA
- Food Safety Awareness – FSPCA
- Projects Portfolio - [Shijolal/shijo-lal-portfolio: My personal portfolio with resume and project highlights](#)

## EXPERIENCE

### Process Improvement Manager – India

CHEP India Pvt Ltd | India

2024-2025

- Directed strategic planning for process improvement initiatives aligned with organizational OKRs, driving cost optimization and operational scalability, partnered with leadership to define long-term business roadmaps.
- Led enterprise-wide OpEx and PMO portfolio, ensuring delivery of improvement projects on time, within scope and budget.
- Designed and executed strategic CI roadmaps, achieving cycle time reduction, cost savings, and standardized processes across operations.
- Directed multiple cross-functional projects (Global & India), conducting RCA, KPI monitoring, and implementing corrective actions, leading to an annual savings of \$0.1M.

- Delivered Lean Six Sigma training and workshops, embedding a culture of CI and capability building across teams.
- Partnered with senior leadership and global stakeholders to ensure SLA adherence, risk mitigation, and benefit realization.

### **Associate Director – SCM, Asst. Manager – SCM**

Khanal Foods Pvt Ltd – Dogsee & Himalayan Natives | Bengaluru, KA, India

2020-2023

- Led strategic capacity and supply planning to align supply, inventory and logistics with growth targets.
- Designed and implemented cost-efficient supply chain models, cutting operational expenses by 20% through demand planning & EOQ optimization.
- Led cross-functional improvement projects (transport cost analysis, dock metrics, outbound product mix), reducing logistics charges by 5%.
- Defined and operationalized KPIs & reporting frameworks for supply chain and process performance.
- Negotiated international contracts and drove digital transformation initiatives, implementing workflow automation in logistics.

### **Operations Associate**

PinkBlue Supply Solutions | Bengaluru, KA, India

2019-2020

- Spearheaded end-to-end HMS implementation projects, including stock audits, ERP setup, and client training.
- Applied Agile (sprint-based planning & feedback loops) to ensure smooth adoption and project success.
- Optimized inventory forecasting & working capital management for 1,000+ SKUs, reducing excess stock while ensuring availability.

### **Executive – Operations**

LEAP India Pvt Ltd | Bengaluru, KA, India

2016-2018

- Streamlined logistics workflows, achieving 95% OTIF and reducing errors by 20% using Lean Six Sigma.
- Enhanced QA by 20% via audits, material inspections, and Kaizen-led corrective actions.
- Developed weekly/monthly procurement & production plans aligned with business demands.

### **Mechanical Developer**

Embedded Innovation Labs | Bengaluru, KA, India

2015-2016

## **EDUCATION**

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### **B-Tech - Mechanical Engineering**

Jawaharlal Nehru Technological University - Hyderabad

2015

### **MITx MicroMasters Program - SCM**

MIT – USA

till date

## **REFERENCES**

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### **April Young**

Global Head – Op-Ex | Brambles | april@coustille.com

### **Pradesh Naidu**

Senior Manager: Op-Ex | CHEP | Pradashen.Naidu@chep.com