



# SHIJO LAL

## OPERATIONAL EXCELLENCE MANAGER

### CONTACT

+91-8151869093

shijoreubenlal@gmail.com

Bengaluru, KA, India

[www.linkedin.com/in/shijo-lal-32a088114](https://www.linkedin.com/in/shijo-lal-32a088114)

### EDUCATION

2015  
JNTU - HYDERABAD  
B-Tech - Mechanical Engineering

Till date  
MIT - USA  
MITx MicroMasters Program - SCM

### CERTIFICATIONS

**LEAN Six Sigma Black Belt**  
The Council of Six Sigma Certification (CSSC)

**SC0x - Supply Chain Analytics**  
Massachusetts Institute of Technology, USA

**Supply Chain & Operations**  
NASBA

**Food Safety Awareness**  
FSPCA

### PROFILE

Strategic and results-oriented Operational Excellence professional with over 9 years of diverse experience in process optimization, continuous improvement, and supply chain management. Lean Six Sigma Black Belt certified, with deep expertise in applying Lean, Six Sigma and data-driven problem-solving to drive efficiency, reduce operational costs, and eliminate process waste. Proven ability to lead cross-functional teams and CI initiatives within a PM framework, delivering measurable performance improvements aligned with business goals. Strong background in end-to-end supply chain optimization, supported by a solid track record of KPI-driven execution, stakeholder engagement, and enterprise-wide capability building.

### WORK EXPERIENCE

#### CHEP India Pvt Ltd

2024 - 2025

##### Process Improvement Manager - India

- Led enterprise-wide process assessments using Lean Six Sigma (DMAIC, VSM) to eliminate inefficiencies, reduce variation, and improve operational KPIs.
- Developed and executed strategic CI roadmaps focused on cost reduction, cycle time improvement, and process standardization aligned with business goals.
- Managed multiple cross-functional improvement projects at both global and India country levels, driving data-driven interventions through root cause analysis, KPI monitoring, and stakeholder alignment.
- Designed and delivered organization wide Lean Six Sigma training, embedding a culture of continuous improvement and enabling scalable capability building.
- Oversaw a portfolio of CI initiatives within a PM framework, applying project management best practices (scope, schedule, risk, and stakeholder management), and ensuring post-implementation performance tracking and benefits realization.

#### Khanal Foods Pvt Ltd - Dogsee & Himalayan Natives

2020 - 2023

##### Associate Director - SCM, Assistant Manager - SCM

- Designed and implemented cost-efficient supply chain and product lifecycle models, integrating demand planning and EOQ optimization into product strategies, resulting in a 20% reduction in operational expenses and improved end-to-end efficiency.
- Led cross-functional product and process improvement projects, analyzing transportation cost deviations, outbound product mix, and dock metrics to enhance delivery performance, achieving a 5% reduction in logistics charges.
- Defined and operationalized KPIs for product and process performance, conducting reviews, leading targeted improvement projects, and embedding insights into product roadmaps and continuous enhancement initiatives.
- Negotiated international shipping contracts and managed risk-mitigation, reducing freight costs, resolving insurance claims, and strengthening global product distribution resilience.
- Championed digital transformation and workflow automation projects in inventory management and logistics, introducing process redesigns and technology integrations that boosted efficiency and scalability.

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### EXPERTISE

- Lean & Six Sigma Methodologies (Certified Black Belt – DMAIC, VSM, Kaizen, 5S)
- Supply Chain & Logistics Operations (Planning, Warehousing, and Distribution Management)
- Root Cause Analysis & Corrective Action (RCA, CAPA, FMEA, 5 Whys)
- Change & Project Management (Culture building, PMO framework, Monday.com, Jira)
- Strategic Planning & Program Management (CI roadmaps, Hoshin, Stakeholder alignment, scope & risk control)
- Data Analytics & KPI Monitoring (Excel, Power BI, dashboards & metrics)
- Supply Chain & Logistics Optimization (3PL, EOQ, WMS, freight cost control, WH space & process optimization)
- Process Optimization & Continuous Improvement (Workflow redesign, waste elimination, standardization)

### SOFTWARE SKILLS

- Advance Excel
- Power BI (Basic)
- ZOHO Inventory
- SAP B1
- Monday.com

### EXPERIENCE

- **PinkBlue Supply Solutions** 2019 - 2020  
Associate - Operations
  - Led the end-to-end HMS implementations, including initial stock audits, software setup, and client training across the purchase-to-pay cycle, using Agile methodologies (sprint-based planning, feedback) to ensure seamless adoption.
  - Optimized inventory forecasting and working capital management for 1,000+ SKUs, delivering data-driven recommendations that reduced excess stock while maintaining product availability and service levels.
- **LEAP India Pvt Ltd** 2016 - 2018  
Executive - Operations
  - Streamlined logistics workflows, achieving 95% on-time shipment rates and reducing internal error rates by 20%, by Lean six sigma tools and improvement projects.
  - Strengthened quality assurance performance by 20% by conducting process audits, material inspections, and delivery compliance checks, applying Kaizen and control chart methodologies for sustainable improvements.
  - Developed and executed weekly/monthly procurement and production plans in response to dynamic conditions such as supply shortages and backlogs for effective monitoring, planning, and cross-functional alignment.
- **Embedded Innovation Labs** 2015 - 2016  
Mechanical Developer

### ACHIEVEMENTS

- Conducted root cause analysis on a critical operational failure, leading to the development of a corrective action plan that improved system reliability by 10%.
- Championed a cultural shift at 3PL service centers towards continuous improvement, resulting in a 50% increase in employee engagement and a 15% boost in productivity.
- Awarded Operational Excellence Award for consecutive years for demonstrating excellence in optimizing supply chain operations, streamlining processes, and achieving significant cost savings while maintaining high-quality standards.

### REFERENCE

#### April Young

Global Head - OpEx  
Brambles  
april@coustille .com

#### Pradesh Naidu

Senior Manager: OpEx  
CHEP - SSA  
Pradashen.Naidu@chep.com