## WILLIAM N. ROBERTS

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##### GLOBAL CONTINUOUS IMPROVEMENT&PROCESS OPTIMIZINGEXECUTIVE

*Driving Profitability throughInnovation*

*Continuous Improvement ThroughLean -Six Sigma•Global Sourcing*

*•Product Development / Compliance / Quality Management*

*Team Enabler•Program&SupplierManagement*

Proven hands-on, cross-functional leadership in applying lean-six sigma strategies to improve processes and strengthen the bottom line. Impact zones include program management at all levels of product and process realization, engineering leadership, global supply chain, strategic sourcing, procurement, supplier management, product creation and innovation, forecasting and planning,manufacturing, quality&compliance andCIprocess engineering. Recognizedproblem-solver and team builder.Skills enhanced by multiple technical degrees and certifications,including MBA.

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| Continuous Improvement & Cost Reduction | Global Supplier Management |
| Product Compliance & Integrity | Multi-Facility & TPM Leadership |
| Global Quality Management | ISO9001:2008 Lead Auditor |
| Spend & TCO Analytics | Innovation- Awarded 9 Patents |

**PROFESSIONAL EXPERIENCE**

###### NATIONAL EXPRESS LLC, Warrenville, IL

$1 billion school transitprovider

**Process Improvement Manager** Jun 2016–current

Create and execute six sigma lean process innovations to optimize revenue flow for the transit market.

* Developed and implementeda standardized service-to-cash process at over 250 service centers.
* Exceed annual goals and captured over $1.7MM in lost revenueby analyzing and comparing contracts to current state processes, creating and executing various financial and operational analytical tools andapplying lean continuous improvement methodology to develop and implementcustom billing solutions.
* Implemented, enterprise-wide, collaborative project management software and trained over 300 users.
* Manage eight revenue analysts and two continuous improvement analysts within a matrix PM structure interacting with all functional groups at the VP level.
* Review and negotiate complex contracts with numerous domestic and international customers.

###### CIRCUITS BY US, Elgin, IL

$1.5 million contract manufacturer of electronic products

**President and General Manager**  Dec 2013 –May 2016

###### Complete hands-on P&L responsibility for the business development, global sourcing, staffing, RFQ & RFPs, manufacturingengineering, programmanagement, procurement, tooling, scheduling, production, QEH&S, technical support and supply chain activities for the contract manufacturing of custom electroniccircuit boardassemblies, wire harnesses andfinished products for the medical device (ISO13485), transportation and communication industries. Set company objectives and policy and created strategies to ensure positive financial performance for the shareholders. Drove revenue streams, resources and production excellence.

* Increased EBIT 20% year-over-yearby decreasing material costs, optimizing inventory levels and implementing lean (Kaizen, 5S, VSM) and six sigma (DMAIC, RCA, CAPA) methodologies into the product realization process.
* Created and implemented all QMSprocesses required for the company’s first attempt to acquire ISO9001:2008 certification which wasachievedin only four months. Also acquired Apple MFI manufacturing certification.
* Decreased cost of goods 30% by driving cost reduction through strategic global sourcing of electronic parts, establishing supplier scorecards and KPIs and identifying and enacting value-add engineering activities such as DFM, design refresh and targeted cost reductions.
* Increased sales 25% by providing value-add engineering services and focusing on the voice of the customer. Achieved 98% customer satisfaction rating year over year. Clients included top tier companies in the highly regulated medical device, transportation, and communication industries.
* Program manager for all customer projects. Supported or drove customer compliance submissions to UL, FCC, CE, ETL, etc. Reviewed schematics, performed DFMEA, created and inputted BOM in ERP, sourced all parts, proposed and implemented cost-saving alternatives, scheduled internal production workflow and ensured compliance to all customer required specifications.
* Direct maintenance responsibility for entirefacility including MRO contracts, repair, inspections, and insurance claims along with the selection, purchasing and repair of all production equipment.
* Created job classifications, vetted, hired and trained both indirect and direct reports to keep pace with the changing needs of the company.

###### ACCENTURE (Navistar, Inc.), Lisle, IL

$11 billionglobal manufacturer of diesel trucks, engines and buses. *6 month contract position*

**SpendManager** Jul 2013 – Dec 2013

Developed and deployed cost reduction strategiesfor$300 million of indirect services spend. Re-structured sourcing and procurement processes with a focus on spend and supply analytics, RFP and RFQ processes, sourcing and negotiation strategies, contract and work scope development, supplier quality management and lean cost reduction initiatives.

* Applied lean six sigma methodologiesto identify and implement over $500,000 of cost reduction solutions in health, legal, HR, IT, marketing intelligence, business consulting, accounting, software, audit, facilities, transportation andMRO.
* Identified mission-critical project attributes, created detailed business scopes, strategically sourced, compared and selected key suppliers related toindirect spend (example: HR benefits, consultants, market analysts and wellness providers) saving over $200,000 annually.
* Developed detailed spend analytics and supplier KPI scorecards, and generated, negotiated and implemented SOWs, contractsand terms and conditions for complex business scenarios.
* Mentored the executive team on how to optimizepurchasing behaviorswithin their teams to createkey supplier partnerships reducing costs and minimizing waste.
* Established strategic relationships with key suppliers and collaboratively created and implemented detailed SOPs, contracts and work scopeseven with contentious suppliers.

###### AFX LIGHTINGINCORPORATED, Waukegan, IL

$100 millionmanufacturer and supplier of commercial and residential lighting systems

**Director, Product and Quality Engineering** Nov 2011 – Jun 2013

###### Directed the productdevelopment,design, manufacturing engineering, global sourcing, quality assurance, technical supportand product complianceactivities engaged in providing energy efficient lighting systems for commercial and residential applications.

* Applied Stage-Gate processes to develop and launchthe company’s inaugural offerings of LED-based lighting product lines which generated $8 million in annual revenue.
* Streamlined the NPD process by applying lean methodologies and influencing internal adoption that improved time-to-market by 40%.
* Created and implemented a robust supplier quality management system utilizing RCA, CAPA, scorecards, pre-shipment audits, conformance certifications, KPIs and communicated results via daily communication to global suppliers. Lowered incoming quality rejects by 15% and customer returns by 10%.
* Managed the product compliance certification processes (such as UL, ETL, CSA, TUV, Prop65, REACH, etc.) for such retail customers as Home Depot, Costco, Menards and HD Supply.
* Established the product roadmap and product development strategies to shift lighting portfolios to Solid State (LED) lighting. Increased LED-based fixture revenue by 300% in 12 months.
* Exceeded annual production-relatedcost reduction target of $200,000 through the application of lean continuous improvement methodologies including strategic sourcing, part consolidation, VSM, 5S, Kaizen andmeaningful value-engineeringinitiatives.

**NISSAN FORK-LIFT CORPORATION**, Marengo, IL

###### $150 millionFork-Lift truck manufacturingdivision of Nissan Motor Corp. a Fortune 50 manufacturer.

# Senior Manager, Supplier Management Mar2010 – Nov 2011

Directedall supplier managementactivities overseeing $200 million of production and after-market spendfortier 1 automotive:engines, brakes, hydraulics, fluids, solvents, chemicals, paints, electro-mechanical, wire harnesses, steel plate, castings, forgings, electronics, tires, molded plastic and precision machined metal parts.

* Prepared and negotiated RFQs, pricing, VMI and purchasing agreements with multi-national corporations. Recognized for creating unique methodologies and supplier partnerships while leveraging competition and technology to mitigate commodity price increases.
* Devised and implemented continuous improvement and cost reduction activities by applying expertise in product and process development, strategic global sourcing and project management to drive successful results in a cross functional team environment. International travel and daily communication with overseas executives.
* Supported cellular manufacturing and KanBan replenishment with Blanket Purchase Orders and VMI.
* Createdand implemented the culture and tools whichallowed the supplier management team to meet and exceedall corporate cost reduction goals which hadnot been met for the previous five years.Implemented $2.5 millionin annual spendsavings.
* Sourcing leadership for prototype and pre-production builds and drove the APQP, PPAP, and TS 16949 quality requirements for the development of several new engines and fork-lift truck designs.
* Providednovel strategies and systems to source, evaluate, standardize, and prototype over 900 unique parts for a new truck line in a tight 6 month timeline.
* Applied lean methods to re-structure staff processes thus enabling the current staff level to support a 45% increase in production demand without adding headcount.
* Consolidated and standardized components across global supply chain delivering $150,000 in annual savings.

###### WW GRAINGER, Lake Forest, IL

###### $8 billion distributor of facilities MRO products.The $400 million Global Sourcing Division globally sourced private label products.

# Engineering Manager, GlobalSourcing May2003 – Dec 2009

Directed global product engineering and supplier quality management. Responsible for theproduct development, sourcing, evaluation, testing, specification, certification, contract manufacturing, patent protection, compliance and quality assurancefor over 30,000 globally-sourcedproducts.

* Staffed and led elite domestic and international product engineering teams comprised of 20 development and 10 supplier quality engineersalong with 3 direct-reporting categorymanagers. Oversaw budget of $5 million.
* Introduced product lines in automotive, pump, motor, lighting, electrical, plumbing, material handling and tool product categorieswhich generate >$400 million in annual revenue.
* Reducedproduct launch time by 26% by injecting six sigma and lean methodologies into the business process. New product sales increased by 33% year over year.
* Identified requirements and drove/coordinated efforts to ensure domestic and international product compliance to numerous health, safety, environmental and energy certification and regulatory agency requirements such as: UL, ETL, CE, ISO, DOE, cGMP, FDA, EPA, TUV, CSA, REACH, CPSC, RoHS, DOT, Prop65, NSF and ANSI resulting in 100% compliance with no fieldfindings or recalls.
* Provided strategic and technical leadership in procuring and leveraging intellectual property, trademark and trade dress assets and in performing due diligence for several acquisitions and mergers.
* Authored a comprehensive library of technical and quality specifications for over 8,000 products.
* Launched product quality RCA and CAPAinitiatives with global suppliers thatreducedproduct return levels from 6% to 1.9% in first year equating to bottom-line savings of >$5 million.
* Primary author/architect of all ISO business processes and lead auditor of the lean transformationteamthat acquired ISO9001:2008 certification for the Division.The Global Sourcing Division isthe only Grainger Division to have achieved this certification.
* Authored a comprehensive Supplier Guidelines Handbook to provide standardization and ensure compliance to all requirements across the supply chain. Handbook is currently used by over 300 global suppliers.

**ITW PASLODE**, Vernon Hills, IL

A division of ITW, a Fortune 200 manufacturer of advanced technology.

**Manager, Research & Development** Apr 2000–Nov 2003

Directedall product development and R&D activities including product design, specification, patent documentation, strategic planning, capital procurement, prototyping, tooling, facility management and supplier development related to the development of contractor-grade cordless nailing products. Proficient in 80/20, MRD and the ITW mindset.

* Drove successful development, production and market introduction of the Paslode cordless 18-gauge combustion-powerednail gun, completing production 6 months ahead of schedule. Awarded Popular Mechanics *“Product of the Year”*.
* Secured funding and directed a $4 million project to develop a new cordless combustion-powered nailing tool. Chosen technology resulted in 12 patent applications.
* Applied the Voice of the Customer, DFM and FMEA in the development of the product to ensure that the product features, attributes and reliability all met customer requirements.
* Authored a New Product Development process that outlined the procedures required to successfully launch new products on-time and under budget.
* Evaluated and selected injection molding suppliers and developed joint venture to mold products on-site which decreased cycle time and improved quality.
* Managed all facility requirements for two 100K square foot manufacturing plants (HVAC, fire prevention, security, permits, expansion, plumbing, electrical, codes, and maintenance contracts).

**DEGREES AWARDED**

**Masters of Business Administration (MBA), Marketing**

DePaul University, Chicago, IL

**Master of Science (MS), Organic Chemistry**

Northern Illinois University, DeKalb, IL

**Bachelor of Science (BS), Chemistry,**

Loyola University, Chicago, IL

# CERTIFICATIONS& TRAINING

* ***ISO9001:2008 Lead Auditor Training Certificate*** Caliso # 25332
* ***IPC-A-610 Certified IPC Specialist*** Serial # 38552935
* ***Public Pension Trustee Certification*** #144638
* ***Design for Manufacturability***; Motorola University
* ***Six Sigma Quality, Productivity and Competitive Position***, Motorola University
* ***APICS Certified Supply Chain Professional (Mods 1 & 2),***Grainger Learning University
* ***Manufacturing Cycle Management***; Motorola University
* ***Juran Quality Improvement Process***Dr. Juran
* ***MSO: Excel, Word, Outlook, Power Point, Project*** – advanced user
* ***MRP/ERP Systems: SAP, SYSPRO, ORACLE, VERTICENT, SAGE***

**PATENTS**

US Patent # 6796478, Fuel Cell Adapter System, 2004

US Patent # 6626344, Fuel Cell Adapter System, 2003

US Patent # 5060114, Thermally Conductive Conformal Pad, 1991

US Patent # 5017170, Brazing Method for CRT, 1991

US Patent # 50223507, CRT Tension Mask, 1991

US Patent # 4710820, Optical CRT Coupler, 1987

US Patent # 4672089, Retroreflective Sheeting, 1987

US Patent # 4601861, Method for Embossing Precision Optical Pattern, 1986

US Patent # 4618518, Retroreflective Sheeting Fabrication, 1986

**PUBLICATIONS**

Journal of Organic Chemistry jo01309a042: Constraints on Long Range Aryl Migration.

Journal of Organic Chemistry jo00395a043: Implication for Orbital Control of 1,3 Diplolar Cycloadditions

# COMMUNITY ACTIVITIES

Illinois Junior Academy of Science, Judge

Police Pension Board,Mayoral Appointee

Illinois Junior Golf Association

Adjunct Instructor, Pre-Med Organic Chemistry