Lori Coleman

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Objective

Dynamic, passionate, Fleet Management professional with strong analytical and computer skills, the unique ability to develop growth strategies for long range planning, and a track record for process improvement who is looking for an opportunity to use my skills to make a difference and an immediate impact in a progressive company.

Work History

Gordon Food Service

North American Fleet Maintenance Policy and Sourcing Manager Nov 2006 – June 2017

Accomplishments:

* From 2008 to 2017, the cost per case for all fleet maintenance activities was held to a slight 5.7% increase, in comparison to overall company expense increase in excess of double-digits. As a team, we concentrated on: a) a comprehensive training program b) strong attention to warranty recovery c) analytics and reports showing where we could make improvements d) negotiating pricing contracts with vendors
* Increased the warranty recovery by $1.2 million in 4 years by instituting training programs, creating standard practices, and working with the vendors for policy consideration.
* Reduced parts holding inventory to less than a 40 day turn rate in 12 months. This was accomplished by reporting, monthly meetings, incentives, and accountability.
* Reduced obsolete parts to less than 4% of the overall inventory within 12 months.
* After acquiring a new company, it was discovered that over 60% of the equipment was overdue for service. By developing a plan of action with the shop team, we were able to get this down to an acceptable level within 2 months.
* Through reporting, it was found that we could not account for a very large number of tire casings. By creating a tire management program, we were able to hold the vendors accountable and bring the unaccounted-for casings down by 73% in one year.

Responsibilities:

* Responsible for the initial specification and complete maintenance for over 2400 Class 8 Day Cab Tractors, 3600 Refrigerated trailers, and 350 Converter dollies throughout the USA and Canada.
* Responsible for development of standard procedures, metrics, cost analysis, and warranty recovery at 11 company-owned fleet shops and 11 locations maintained by third-party vendor.
* Worked as part of a team in the development of annual equipment and building capital expenditure budget in excess of $100 million as well as the annual working budgets for the fleet shops for a total of over $30 million
* Use analytics to proactively manage maintenance costs.
* Formulate and administer company policies and develop long-range goals and objectives.
* Design, manage the build process, outfit, and help to staff new fleet shop facilities or convert strategic alliance purchases.
* System administration for the fleet maintenance software, FleetFocus.

Projects:

* Member of the advisory council for WyoTech Diesel College and participated on of a team that revised their program to be more in-line with the duties of a technician in a working shop.
* Created a comprehensive program for technician training that also included advanced OEM training classes that were compromised of company employees only, training on specific issues those technicians were experiencing. The training included web-based, in-shop, and classroom.
* Designed and managed the complete build process, setup new vendors, designed and setup parts inventory, supplies, and lubricants for three shop facilities that included offices, parts room, multiple bays, automated wash system, and fuel island.
* Created a new monthly incentive program for technicians, parts people and lead people that included a percentage of equipment overdue for service, warranty recovery, comebacks, parts inventory turns, parts adjustments, hours recorded.
* Worked with a consulting firm to create a comprehensive labor staffing matrix that took into account the average hours for service/repair annually per age of equipment, number of units per model year, PTO, and indirect time to calculate FTEs needed per shop location.
* Worked with members of Finance to create a fully-burdened labor rate model that was calculated for each shop on an annually basis.
* Completed the entire setup and all training materials to bring fleet maintenance software current. This included moving to a web-based platform from GUI.
* Created a comprehensive tire program for tracking casings, managing RARs, tire breakdowns, tire specifications and repair specs, and for managing the tire cost per mile.

USF Holland

Fleet Maintenance Manager August 1998 – November 2006

Accomplishments:

* Created a new division within the maintenance department to audit and manage a $36 million expenditure. As a result, this Call Center reduced the expenditure by 28% within one year.
* Analyzed the records of three major vendors and discovered discrepancies that resulted in $750,000 savings.
* Analyzed parts inventory levels at the shop locations and reduced the holding inventory by 42% within one year.

Responsibilities:

* Provided direct business analysis and decision support for over 12,000 vehicles with a budget of over $100 million.
* Develop analyses of activities, costs, operations, and forecast data to determine progress toward stated goals and objectives.
* Responsible for allocation, utilization and repositioning activities for all tractors.

Education

Grand Valley State University, BBA Information Systems Management

Summe cum laude