**Christopher H. Robinson**

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**Experience**

**Flowserve Corporation**

**2007 - Present**

***Director, Global Quality and Continuous Improvement Programs*** 2017 - Present

* Lead company-wide Operational Excellence efforts in execution of $4B in business for various industries and products.
* Lead a team of eight QA / CIP professionals.
* Lead, implement, and oversee Quality Assurance programs at 324 Flowserve sites around the world.
* Develop and manage $100M/year in Continuous Improvement using Lean Six Sigma tools.
* Lead Corporate initiatives to drive quality and customer satisfaction, including, but not limited to:
  + Focus Site Initiative
  + Results-Based Initiate for Safety and Quality (RISQ TM)
  + Business System Review

***Director, Nuclear Quality*** 2015 – 2017

* Contribute to and support Flowserve Senior Management Committee (SMC) company strategy, as it relates to $200M in nuclear business.
* Responsible for Quality, workmanship, and execution of Flowserve’s worldwide nuclear business.
* Support Vice President of Safety & Quality in the development and implementation of company-wide RISQ Initiative
* Lead continued implementation of company-wide Human Performance program, to reduce rates of human error.
* Improved Key Performance Indicators (KPIs) for Nuclear Quality over previous years.

***General Manager, Charlotte, NC & Memphis, TN*** 2010 – 2015

* Increased profits 111% (from $2.7M to $5.8M) over four years, against market headwinds, by eliminating waste, increasing worker productivity, and realigning resources.
* Created an organizational culture of both open communication and mutual accountability.
* Profit / Loss Responsibility for an operation of approximately 30 direct and second-level reports in the manufacturing sector.
* Responsible for office and shop operations, including accounts payable and receivable, payroll, cost accounting, forecasting, project management, production prioritization, work sequencing, capital allocations, quotations, supply chain development, and personnel performance management.

***Performance Culture Team Leader, Vernon, CA*** 2009 – 2010

* Developed and implemented Human Performance Tools at several Flowserve facilities to reduce rates of human error.
* Designed, built, and implemented a formal electronic observation program to measure and improve day-to-day business operations.
* Created and deployed a Foreign Material Exclusion (FME) Program to several Flowserve facilities to reduce FME escapes in industrial products. Hailed by customers as being a transformational improvement in companywide quality.
* Managed a diverse team of experts in the manufacturing sector.

***Project Manager, Vernon, CA*** 2007 – 2009

* Planned and managed multimillion dollar turnkey projects to support nuclear utilities during planned and forced outages.
* Authored, implemented, and executed business plan to introduce new services to industry, and grow market share.

**U.S. Navy**

**2001-2007**

***Operations Intelligence Analyst, Office of Naval Intelligence, Washington, DC*** 2005 - 2007

* Analyzed classified intelligence information to support both long term foreign naval analysis and emergent national priority intelligence collections.
* Authored intelligence products for wide audience of customers, including Presidential Daily Brief (PDB).

***Communications Officer, USS Pennsylvania, Bangor, WA*** 2004 - 2005

* Recognized for training and leading the best Nuclear Weapons Command and Control Emergency Action Team on the Bangor waterfront, consistently outperforming seventeen other teams.
* Selected as “A Team” contact coordinator during high stress ship maneuvering due to excellent situation awareness and rapid prioritization.
* Managed a team of radiomen to maintain vital shipboard communications.
* Served as Top Secret Material Custodian, providing 100% material accountability.
* Administered the Electronic Key Management System (EKMS), providing secure and reliable oversight of the ship’s most vital information.

***Chemistry and Radiological Controls Officer, USS Pennsylvania, Bangor, WA*** 2002 - 2004

* Managed a team of Engineering Laboratory Technicians to control reactor and steam plant chemical parameters within narrowly defined operating margins.
* Maintained shipboard dosimetry program, monitoring crew radiation exposure.
* Supervised radioactive maintenance at sea and in a shipyard environment.
* Certified by the Department of Energy as a Naval Nuclear Engineer.

**Education**

***Georgetown University, Washington, DC - 2007***

* Master of Business Administration, International Executive Program.

***Nuclear Power Training Unit, Charleston, SC - 2002***

* Hands-on study of mechanical and electrical systems in a nuclear power plant, including operation, supervision, maintenance, and repair.

***Naval Nuclear Power Training Command, Charleston, SC - 2002***

* Advanced Coursework in Math, Thermodynamics, Chemistry, Physics, Electrical Engineering, Materials and Plant Operations.

***University of California, Los Angeles, CA - 2001***

* Bachelor of Science, Chemistry/Materials Science Major.

**Skills**

* Fluent in English and Spanish.
* Expert in MS Office and Open Office Suites.
* Excellent Communication Skills.
* Experienced in Material Resource Planning (MRP) and Enterprise Resource Planning (ERP) in complex, multi-project environment.
* Experience and advanced coursework in Statistics.
* Experience in various manufacturing and quality disciplines, including ISO-9001, 10CFR50 Appendix B, NQA-1, ASME B&PV Code, Lean Manufacturing, Six Sigma, 8D, TQM, and SPC.