**Solution to Part I of the Final Project: Develop a Persona**

**Persona of Jeremy Harris**

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| **Section** | **Details** |
| Persona Name | Jeremy Harris |
| Role | Manufacturing department manager |
| Experience | 15+ years in manufacturing management, with a focus on optimizing production and inventory processes. Experienced in leading cross-functional teams and implementing operational improvements. |
| Key Drivers | * Streamlining operations for efficiency * Reducing costs while maintaining high quality * Improving employee satisfaction and minimizing complaints * Adopting modern technologies to replace outdated systems |
| Key Skills | * Leadership and team management * Operational analysis and decision-making * Knowledge of manufacturing best practices * Communication and conflict resolution |
| Primary Stakeholders | * Production teams * Inventory and logistics staff * Senior leadership (e.g., plant directors, executives) * Vendors and suppliers |
| Role Overview | Jeremy is responsible for ensuring smooth operations in the manufacturing department, addressing inefficiencies, and meeting production goals. He manages inventory systems, addresses workforce concerns, and liaises with other departments to align objectives. |
| Key Tasks | * Overseeing daily manufacturing operations * Reviewing and improving inventory management systems * Addressing inefficiencies in transportation and logistics * Monitoring and resolving inventory outages * Responding to internal complaints and ensuring employee satisfaction |
| Goals | * Implement modern inventory management systems within six months * Reduce inventory outages by 50% in the next quarter * Decrease transportation lead time for inventory delivery by 30% * Increase employee satisfaction scores through improved processes |
| Challenges | * Managing resistance to change from employees accustomed to manual processes * Navigating budget constraints while modernizing systems * Ensuring cross-departmental alignment on inventory practices * Addressing frequent internal complaints without disrupting operations |