



JANAKA DISSANAYAKE

Head of Quality Assurance



EXPERIENCE

Head of Quality Assurance

2023 – Present

Premier Global Privet Limited – Vietnam

End-to-End Quality Assurance Process: Managed total quality operations covering fabric inspection, cutting, sewing, embroidery, printing, finishing, and final product evaluation. Built and enforced quality SOPs and systems aligned with global brand expectations and compliance frameworks.

Product Category: Woven and knit: down jackets, waterproof jackets, woven pants, fleece products, t-shirts | Men's, women's and Kids

Key Achievements / Results:

- Introduced "Image Line QCO" concept for high SMV styles, improving first-day efficiency by 32%
- Implemented light color zone to prevent staining issues—reduced quality-related rework by 17%
- Conducted brand-specific E2E process training, resulting in 0 critical audit findings in three consecutive buyer visits (Addias. Nike. Lacost)
- Standardized CTQ (Critical to Quality) controls across production floor

Tools / Systems / Methods Used:

QCO Image Line | CTQ | Traffic Light System | Lean Tools | SOP Framework | Root Cause Analysis

Head of Quality Assurance

2019 – 2023

Fashion Garments Privet Limited – Vietnam

End-to-End Quality Assurance Process: Led the complete QA function across sample approvals, production line inspections, printing, embroidery, and washing (Responsibility of 5 business unites). Coordinated quality delivery with merchandising and technical teams to ensure on-time, defect-free shipments for leading brands.

Product Category: Activewear, casualwear, intimate apparel — including leggings, joggers, printed t-shirts, hoodies, performance knits

Key Achievements / Results:

- Restructured QA organization using KPI-driven dashboard; RFT improved by 18% across all production Units.
- Established proactive issue-logging system integrated with CAPA tracking — reduced repeat defects by 15%
- Deployed end to end quality initiative in collaboration with American Egal — led to supplier excellence **Platinum award** consecutive 4years.
- Successfully passed 8 client technical audits (including American Egal, Adidas, Alo, Tommy Hilfiger) with zero major findings

Tools / Systems / Methods Used:

Lean Manufacturing | CAPA | Buyer SOPs | Statistical Sampling | RFT Analytics | Defect Analysis System

Head of Quality Assurance

2018 – 2019

Poongin Vina – Vietnam

End-to-End Quality Assurance Process: Led complete quality assurance responsibilities across **two production units (P1 & P2)**, overseeing all stages from raw material inspection through sewing, finishing, and final product audits. Ensured alignment with international buyer standards and implemented quality initiatives tailored to specific customer expectations.

Product Category: Women's fashion wear, dresses, blouses, and tops | Men's pants and shirts | Children's pants.

Key Achievements / Results:

- Successfully achieved **Self-Inspection Certification** for **Ann Taylor, J.Jill and White House Black Market**, reducing external inspection dependency
- Standardized QA checkpoints and SOPs across P1 and P2 factories for consistent quality output
- Introduced structured pre-final audit system tailored to each customer's requirements

Tools / Systems / Methods Used:

Self-Inspection Program | Customer-Specific QA Standards | SOP Implementation | Internal Audit System

PROFESIONAL PROFILE

Dynamic and results-driven **Quality Assurance and Technical Leader** with 25+ years of progressive experience in Asia's apparel manufacturing industry. Proven track record in leading cross-functional teams, executing end-to-end quality systems, and exceeding expectations for **global brands**.

Recognized for driving strategic innovations to enhance operational performance and ensure full compliance. Expert in aligning quality frameworks with brand standards, managing diverse product categories (knit and woven), and elevating factory practices through robust SOPs, audit excellence, and technical precision.

EDUCATION

Master of Science (MSc) in Operations Management

University of Manchester, United Kingdom
2019 – 2021

Master of Business Administration (MBA)

University of Wales Trinity Saint David, United Kingdom
2015 – 2018

Mechanical Engineering Technology

University of Moratuwa, Sri Lanka
1998 – 2001

CONTACT INFORMATION

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EXPERTISE Profile

✓ Data-Driven Decision Making in Quality

Adept at using defect data, inline audit insights, and dashboard KPIs to drive real-time corrective actions and long-term process improvements.

✓ Lean Manufacturing Transformation

Proven success in implementing lean systems, reducing waste, improving flow, and optimizing SMV-sensitive lines through innovations like the Image Line QCO.

✓ Customer-Specific Audit & Compliance Strategy

Deep knowledge of brand protocols and excellence in audit preparation and performance under buyer-specific expectations.

✓ QCO & Image Line Implementation for High-SMV Styles

Specialized in designing and executing Quick Changeover systems, enhancing Day 1 efficiency and reducing style change losses.

✓ CTQ/CTP Systems Development

Driving measurable process control through Critical to Quality and Critical to Process parameter mapping across departments.

✓ Cross-Functional Leadership & Workforce Upskilling

Skilled at training, mentoring, and building accountability across large, diverse QA and technical teams.

✓ SOP Standardization & Digital QA Templates

Architect of robust, brand-aligned SOP systems and digital documentation tools for consistency, audit readiness, and operational transparency.

✓ Multi-Factory Quality Governance

Capable of overseeing multi-site operations with centralized quality strategies and performance monitoring dashboards.

✓ Innovation-Driven Factory Excellence

Strong track record in modernizing factory practices through lean automation, visual management, and template-based efficiency tools.

✓ Product Category Versatility

Expert in managing quality and technical processes for underwear, yoga , fleece jackets, performance knits, waterproof outerwear, and bonded garments.

EXPERIENCE

General Manager – Operations

2014 – 2018

Panasia Clothing Privet Limited – Bangladesh

Operational Leadership Scope:

Directed all aspects of **factory operations** across multiple departments including **Product Development, Sample Room, Merchandising, Cutting, Sewing, Finishing, Quality Assurance, Supply Chain, Maintenance, Human Resources, Compliance, and Production Planning**. Ensured strategic alignment between sales forecasts, capacity planning, and execution while driving factory-wide efficiency, cost control, and compliance.

Product Category:

T-shirts, dresses, shirts, denim, and underwear (knit and woven)

Key Achievements / Results:

- Led the transformation of factory operations, improving **on-time delivery performance by 30%** through advanced planning and WIP control systems
- Reduced manufacturing cost per unit by **17%** through lean implementation and waste elimination across value streams. Empowering cross functional departments and decision making with real time data.
- Spearheaded large-scale **infrastructure upgrades**, including energy-efficient machinery and layout restructuring for better flow
- Implemented **monthly KPI reviews** and operational dashboards across all departments, boosting accountability and performance
- Strengthened buyer relationships by maintaining high standards of quality, ethical compliance, and audit readiness

Tools / Systems / Methods Used:

Lean Manufacturing | ERP Integration | Capacity Planning | KPI Monitoring | Visual Management | Compliance Frameworks

Group Operations & System Implementation Manager

2012 – 2014

Hela Clothing Privet Limited – Sri Lanka

End-to-End Quality Assurance Process: Built and deployed factory SOPs and group-wide QA system standards, synchronizing quality execution across multiple facilities. Drove innovation through digitization of quality controls and automated reporting structures.

Product Category: Underwear, performance tops, woven shorts/ pants

Key Achievements / Results:

- Converted 3 woven garments manufacturing facility to Underwear modules.
- Led transition from manual to digital QA templates; audit preparation time cut by 30%
- Created internal QMS assessment model used for vendor benchmarking

Tools / Systems / Methods Used:

QMS Model | Digital QA Templates | Vendor Evaluation Framework | SOP Deployment

Head of Quality & Technical

2009 – 2012

Brandix Intimate Apparel – Sri Lanka

Technical & Quality Leadership Scope:Led factory-wide quality and technical operations, with full accountability for delivering **Global brands** product lines to the highest global standards. Managed the complete lifecycle from **raw materials to final shipment**. Functioned as the **central technical authority** across all departments, ensuring cross-functional integration between quality, production, planning, and sample development teams.

Product Category: Underwear, yoga pants, fleece jackets

Key Achievements / Results:

- Established a **factory-wide pre-production SOP** tailored to global specifications.
- Increased **first-time pass rate in final audits to over 98%** through systematic operator training and defect prevention initiatives
- Introduced **inline defect mapping** and pre-risk analysis tools to prevent critical issues during production startup
- Coordinated cross-departmental **trial runs**, machine pre-settings, and inline validations to ensure technical consistency from development to bulk

Tools / Systems / Methods Used:

Technical Compliance Standards | Pre-Production Approval Protocol | Inline Defect Mapping | Technical SOPs | Root Cause & CAPA Analysis | Pilot Run Evaluation Systems

SKILLS

Quality Management Systems (QMS)	
Technical SOP Development	
Lean Manufacturing & Waste Elimination	
QCO / Image Line Implementation	
CTQ & CTP Deployment	
CAPA & Root Cause Analysis	
Audit & Compliance Readiness	
End-to-End Factory Operations Management	
Cross-Functional Team Leadership & Training	
Process Standardization & Documentation	
Digital Quality Tools & Dashboards	
Buyer Technical & QA Audit Preparation	
Knit and Woven Product Expertise	
Sample-to-Bulk Alignment & Pilot Run Management	
Vendor Performance Evaluation	
Continuous Improvement Culture Development	
Data-Driven Decision Making	
ERP Integration & Planning Coordination	
Production Efficiency Optimization	
Sustainability in Quality & Operations	

COMPUTER LITERACY

Microsoft Office Suite (Excel, Word, PowerPoint – Advanced level)
Excel for Quality Dashboards & KPI Tracking
ERP Systems (Production planning and quality modules)
PLM (Product Lifecycle Management) Systems
Power BI (Basic reporting & data visualization)
AutoCAD 2010 (Technical drawing and layout planning)
Visual Basic (C) – Basic programming knowledge
Windows Operating Systems (XP, 10, 11)
Linux OS – Basic navigation
Internet & Email Communication Tools (Gmail, Outlook, cloud sharing platforms)

HOBBIES

Reading books on leadership, productivity, and innovation

Designing digital art and exploring NFT projects for Charity events

Travel and Photography

Writing books:

- *Mastering Your Mindset: Unlock Your Full Potential*
- *Thrive Beyond 45: Mastering Life, Money, and Relationships*
- *Atomic Discipline: Small Steps to Big Achievements*
- *The Focus Formula: Mastering Productivity in a Distracted World*

EXPERIENCE

Ann Taylor Certified Auditor

2008 – 2009

MAS Holdings – Ann Taylor Far East Joint Venture, Sri Lanka / USA

Certified by Ann Taylor to conduct independent product and process audits. Ensured alignment with U.S. buyer expectations, conducted factory evaluations, and supported vendor compliance improvement initiatives.

Head of Quality Assurance & Technical

2006 – 2008

MAS Holdings – Leisure Line Pvt Ltd, Sri Lanka

Led the QA and Technical team for intimate apparel and loungewear. Managed development-to-delivery quality controls, conducted pilot reviews, and implemented SOPs to meet buyer technical standards.

Production Executive

2005 – 2006

MAS Holdings – Leisure Line Pvt Ltd, Sri Lanka

Managed daily production floor operations. Supported production planning, work study coordination, and process balancing to ensure line efficiency and timely output.

Quality Auditor

2003 – 2005

MAS Holdings – Linea Intimo Pvt Ltd, Sri Lanka

Conducted in-line and end-line audits to ensure adherence to quality standards for intimate apparel. Identified product defects, followed up with corrective actions, and supported continuous improvement. Collaborated closely with sewing and finishing teams to reduce quality issues and improve RFT (Right First Time).

Production Engineer

2000 – 2003

Tandon Lanka Private limited, Sri Lanka

Worked in a high-precision electronics manufacturing environment producing **computer memory modules (RAM)** for global markets. Managed production floor activities, monitored assembly line efficiency, and coordinated with engineering teams to maintain product quality and yield.

Key Contributions:

- Ensured continuous production flow by troubleshooting process bottlenecks
- Supported equipment calibration and preventive maintenance schedules
- Collaborated on process documentation and quality reviews
- Gained strong exposure to electronics manufacturing systems and cleanroom standards

TRAININGS

✂ Implant Training – 1 (6 months)

Heycarb (Pvt) Limited – Sri Lanka

Gained practical exposure to industrial operations, including manufacturing processes, quality control systems, and workplace safety in a carbon product manufacturing environment.

🔧 Implant Training – 2 (6 months)

Colombo Dockyard (Pvt) Limited – Sri Lanka

Received hands-on experience in engineering, maintenance, and production planning within a shipbuilding and heavy engineering environment, enhancing understanding of large-scale industrial operations.

⚖ Legal Framework of Employee Relationship

Employers' Forum, Labor Department – Sri Lanka

Developed knowledge of labor laws, employee rights, and employer obligations in Sri Lanka. Focused on effective HR compliance, dispute resolution, and legal aspects of employee relations.

🗣 Communication Skills Training

MAS Linea Intimo Pvt Ltd – Sri Lanka

Enhanced interpersonal, presentation, and professional communication skills to improve workplace collaboration, conflict management, and leadership effectiveness.

🪡 Needle Application Seminar

Schmetz Middle East FZE – Sri Lanka

Deepened technical understanding of industrial sewing needle selection, application, and defect prevention. Focused on improving stitch quality, machine compatibility, and garment performance.

🏠 Outward Bound Leadership Training

Ella Adventure Park – Sri Lanka

Participated in experiential outdoor leadership training focused on team building, problem-solving, resilience, and decision-making under pressure.

DETAIL EXPERIENCE LOG - JANAKA DISSANAYAKE - HEAD OF QUALITY

Factory	Designation	Duration	Reporting To	Scope of Work	Team & Capacity	Customers	Business Model	Product Mix	Fabric	Product Range	Achievements
Premier Global Pvt Ltd Vietnam	Head of Quality	2023- Present	Group GM Quality and Technical	Manage all aspects of quality and technical processes E2E, ensuring compliance with standards and customer requirements. Lead defect analysis, technical improvements, Innovations and SOP implementation. Oversee training programs, optimize production quality, and collaborate with teams to drive continuous improvement and achieve operational excellence.	Total Team: 1831 sewing Team members (QC: 150; Staff: 48; Asst. Mgr: 4; Mgr: 2)	Under Armor , Adidas, Nike, Lacoste , REI , Stone Island	Cutting, Sewing, Embroidery, Printing, Finishing, Packing	Men: 50%; Women: 50%;	Knit: 50%; Woven: 50%	Down Jacket, Seam sealing Jacket, Pants, T- Shirt,	Enhanced first-pass quality rates and reduced defect levels by optimizing processes and implementing robust SOPs. Led training initiatives to elevate team skills and foster continuous improvement. Streamlined workflows to boost efficiency, ensured on-time deliveries, and achieved commendations for quality excellence during customer audits.
Fashion Garments Vietnam	Head of Quality Assurance	2019 - 2023	General Manager (Factory)	Oversight of E2E quality and operations. Managed shop flows for embroidery, printing, and washing. Implemented training programs for quality excellence. Ensured compliance with customer and industry standards.	Total Team: 1796 sewing Team members (QC: 390; Staff: 23; Asst. Mgr: 6; Mgr: 1)	American Eagle, Adidas, ALO, San-Mar, PINK, Tommy Hilfiger, Columbia, Nike Jordan	Cutting, Sewing, Embroidery, Printing, Washing, Finishing, Packing	Men: 40%; Women: 40%; Children: 20%	Knit: 80%; Woven: 20%	Panties, Crew Neck T-shirts, Polos, Pajamas, Sports Bras, Yoga Pants	Improved sewing failure rate to 1.8%. Achieved KPIs: 100% final pass rate, 98% on-time delivery. Enhanced efficiency from 60% to 73%. Obtain Platinum Grade from American Eagle Customer consecutive 3 years.
Poongin Vina Vietnam	Head of Quality Assurance	2018 - 2019	General Director (Factory)	Ensured quality assurance, process improvements, and adherence to industry standards.	Total Team: 1333sewing Team members (QC: 288; Staff: 36; Asst. Mgr: 4; Mgr: 1)	White House Black Market, Amazon, Costco, San-Mar, Tommy Hilfiger, J.Jill	Cutting, Sewing, Finishing, Packing	Men: 10%; Women: 80%; Children: 10%	Knit: 30%; Woven: 70%	Reversible Dresses, School Uniforms, Polo Shirts, Casual Shirts, Pants	Self-certification for final inspections for key customers.
Panasia Clothing Bangladesh	General Manager Operation	2014 - 2018	Chairman	Fully accountable for P&L management and overall factory operations across all departments. Drove efficiency improvements and introduced key innovations to enhance productivity and competitiveness. Implemented Lean Manufacturing to reduce waste and streamline processes. Established a new Supply Chain Department and built strong integration with Merchandising and Production to improve material flow. Introduced SMV-based costing for accurate pricing and labor efficiency. Developed and implemented factory-wide QMS practices, including SOPs, Work Instructions, and KPI systems to monitor and drive performance.	Total Team: 3072 (QC: 667; Staff: 191; Asst. Mgr: 25; Mgr: 20)	H&M, ZARA, Uniqlo, Next, Tommy Hilfiger, Levi's, GAP, Esprit, Costco, Lee, Diesel	Cutting, Sewing, Finishing, Packing	Men: 40%; Women: 50%; Children: 10%	Knit: 50%; Woven: 50%	Knit T-shirts, Chinos, Denim, Pajamas, Casual Shirts	Increased operational efficiency to 70%, significantly boosting overall factory performance. Successfully expanded production capacity by adding 25 new sewing lines. Attracted and onboarded new international customers, including NEXT and Pimkie, enhancing the company's market presence. Implemented SMV-based costing and standardized Quality Management System (QMS) procedures across all departments. Achieved a 100% Final Inspection Pass Rate and 97.5% On-Time Delivery (OTD) through consistent quality and process improvements. Drove a multi-skilling initiative, with over 45% of the sewing workforce trained in multiple operations. Introduced structured innovation methods focused on improving productivity and optimizing workflow. Led value stream improvements across the production chain—from washing to sewing to the finishing department—resulting in better coordination, reduced lead time, and higher
Hela Clothing Pvt Ltd Sri Lanka	Group Ops/System Mgr	2012 - 2014	CEO	Implemented quality systems across units. Drove operational and process efficiencies.	Total Team: 3019 (QC: 413; Staff: 167; Asst. Mgr: 24; Mgr: 8)	CK, PVH, GAP, PINK, M&S, H&M	Cutting, Sewing, Finishing, Packing	Men: 20%; Women: 80%	Knit: 80%; Woven: 20%	Yoga Pants, Pajamas, Bras, Crew Neck T-shirts	Enhanced pass rate from 30%. Systemized workflows across departments.
Brandix Intimate Apparel \ Sri Lanka	Head of Quality/Technical	2009 - 2012	General Manager	Oversaw QA, technical activities, and process improvements while maintaining high-quality standards.	Total Team: 1914 (QC: 331; Staff: 60; Asst. Mgr: 4; Mgr: 2)	PINK, CK, PVH, Tommy Hilfiger, GAP, Costco, H&M	Cutting, Sewing, Finishing, Packing	Men: 20%; Women: 80%	Knit: 80%; Woven: 20%	Yoga Pants, Hoody Jackets, Pajamas, Bras, Polo Shirts	100% pass rate for VS PINK. Achieved DIFOT of 100%. Sewing defects below 2.6%.

Key Projects & Innovations

Premier Global

1.

White Color Zones Initiative

: Implemented the "White Color Zones" concept across all direct operation departments to reduce stain-related defects. This included:

Establishing Active SOPs and the “3 Don'ts” defect prevention model

Introducing visual identification systems and weekly audits.

Conducting Q&A sessions and recognition through incentives

Result:

Reduced end-line stain defects by 17%
2.

Image Line Concept

:Developed the “Image Line” model to improve quality and efficiency at production start-up. Key activities:

Training on product portions and critical quality standards

Machine presentation setup and skill matrix upgrading

Promoted multi-skill development and early issue detection

Result:

Significantly improved first-day efficiency and reduced quality failures
3.

High SMV Product Risk Mitigation Workshop

Organized technical workshops involving Tier 2 suppliers, focused on:

Material risk identification and corrective action planning (CAPs)

On-site inspections and discussion on innovative machinery

Shared modern techniques for efficiency and quality improvement

Result:

Elevated production consistency and material handling control

Fashion Garments

1.

Quality Data Digitalization via Power BI

Led the transformation to real-time quality data capture using Power BI dashboards, enabling:

Faster root cause analysis

Data-driven decision-making

Improved proactive quality management

Result:

Enhanced responsiveness and accuracy in quality monitoring
2.

Digital Material Flow System

Created a digitalized material tracking system for streamlined movement and analytics:

Enabled real-time visibility into material status

Simplified data analysis and reporting

Result:

Improved planning accuracy and reduced material handling delays
3.

100% Washed Garments – Dead Reject Elimination

Established task forces for washed garments to recover potential rejects:

Converted defective garments to good stock

Result:

Achieved 0% dead reject rate

Panasia Clothing Limited

1.

Value Stream Mapping for Process Optimization

Redesigned production flow using Value Stream Mapping to:

Eliminate unnecessary movement

Streamline operations

Result:

Increased process efficiency by 20%
2.

Real-Time Data Capture System Implementation

Introduced a fast data capturing system that enabled:

Prompt analysis and decision-making

Result:

Enhanced agility in managing production issues
3.

International-Level Production Transformation

Upgraded the full production system to meet multinational standards:

Reduced WIP, improved infrastructure, and enhanced workflow

Result:

Elevated production environment and factory performance
4.

Supply Chain & Product Development Center Launch

Established an in-house center supporting:

Global brand partnerships (Nike, Pimkie, Esprit)

Result:

Enhanced product development speed and alignment with international expectations
5.

Team Knowledge Upgrade

Led ongoing team development through training and evaluations:

Result:

Built a high-performing and knowledgeable workforce

Global Clothing Brand Portfolio Category Distribution and Capabilities - Janaka Dissanayake

Brand/Customer	Menswear	Womenswear	Kids wear	Sportswear	Underwear	Winter wear	Denim wear	Linen wear	Casualwear	Formalwear	Outerwear	Nightwear	Workwear/Uniforms
Nike	✓	✓	✓	✓	✓						✓		
Adidas	✓	✓	✓	✓	✓	✓					✓		
ALO		✓		✓									
REI	✓	✓	✓			✓			✓	✓	✓		
Under Armour	✓	✓	✓	✓	✓	✓			✓		✓	✓	
Puma					✓								
Lacoste	✓	✓		✓		✓			✓	✓	✓		
Levi's	✓	✓	✓	✓		✓	✓		✓	✓	✓		
Tommy Hilfiger	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
Ralph Lauren					✓								
Calvin Klein				✓	✓								
Victoria's Secret		✓		✓	✓							✓	
Hanes					✓								
Gap	✓		✓	✓	✓								
Uniqlo	✓	✓	✓										
Zara	✓	✓	✓										
H&M	✓	✓	✓		✓								✓
Abercrombie & Fitch	✓	✓					✓						
American Eagle	✓	✓	✓										
Patagonia	✓	✓											
Columbia Sportswear				✓									
Lululemon	✓	✓											
Esprit							✓						
Diesel							✓						
Lee							✓						
Hugo Boss					✓								
Banana Republic	✓	✓	✓	✓	✓								
White House Black Market		✓	✓										
Pimkie		✓	✓										
Darjeeling					✓								
Reebok	✓				✓								
Amazon	✓	✓	✓										
SanMar	✓	✓											
AnnTaylor		✓							✓	✓	✓	✓	

Referees

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