



Rishi Ross

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Nationality: Malaysian

Place of Birth: Penang

Date of Birth: September 02, 1974

Synopsis

Dynamic talented professional who utilizes creativity, leadership and teamwork to design and execute solutions that creates customer value. An effective communicator and planner with ability to manage operations that convey value for both customers and end users.

Employment History

Position: Quality and Supply Chain Manager

Name of Company: BHIC Bofors Asia

Duration / Date: Apr 2011 – Now

Location: Kuala Lumpur, Malaysia

Industry: Marine and Defense

Key roles and technical skills

- Organization/Staff
 - Reports to Chief Executive Officer
 - Supervise two (2) Managers
 - Development and implementation of skill-enhance training programs
 - Appointed as Quality Management Representative (QMR) and Management Representative
- Supplier and Quality Operations Management
 - Responsible for overall performance of the department in meeting the defined targets, in line with the management and department's goals, objectives and customers' requirements
 - Manage Incoming, In-process Quality Check and Final Quality Assurance activities to ensure products meet the specifications
 - Provide timely feedback on quality trend and performances to management and monitor corrective actions effectiveness
 - Develop cost reduction opportunities and programs via refinement of methods and increased process capability thru Lean Six Sigma methodology and concept
 - Prepare detailed Root Cause Analysis and Technical reports, and facilitate the implementation for effective preventive actions
 - Establish Build-In-Quality program for meeting customer's zero defect goal
- Quality Management System / ISO series
 - Conduct management reviews of the Quality Management System and develop continuous improvement plans/strategies
 - Conducting internal and third party audit in accordance with ISO 9001:2008 standard
 - Develop and continuously improve BHIC Bofors Asia's procedures, processes and standard
- Information System and Technology
 - Responsible for overall information systems and technology inclusive of email,

Position: Quality Operations Specialist

Duration / Date: 9 years / Nov 2002 – Feb 2011

Industry: Test and Measurement

Key roles and technical skills

Name of Company: Agilent Technologies

Location: Bayan Lepas, Penang, Malaysia

- Organization/Staff
 - Reports to EMG Penang Quality Manager and Hachioji Semiconductor Country Manager
 - Supervised six (6) Quality Engineers and 25 Quality Operators
 - Recruitment of Quality Department staff, and preparing job descriptions and departmental roles and responsibilities
 - Development and implementation of skill training programs and Project Quality Awareness Incentive Scheme
- Operations Management
 - Establish and monitor Quality and Safety Objectives and key performance indicators (KPI's)
 - Develop and monitor effective processes that are used to manipulate raw material into quality engineered industrial products in the manufacturing industry
 - Skilled in characterization, flow sheet development, beneficiation testing, laboratory testing and engineering design including interpretation of laboratory findings
 - Utilize a range of precision testing and measuring devices to extract and process samples for RoHS compliance
 - Pursue cost reduction opportunities via refinement of methods and increased process capability thru Lean Manufacturing concept
 - Prepare detailed technical reports as required and submit to management
 - Troubleshooting and identification of any necessary process development work
 - Critically review operating and technical data to identify trends or non-compliance
 - Facilitate the implementation of process control related solutions from concept to implementation
 - Responsible for compliance to Product Life Cycle ("PLC") requirements
 - Have superior knowledge and experience with regulatory compliance and permitting within manufacturing and electronics industries such as IEC/EN/UL 61010
- Quality Management System / ISO series
 - Developed and established Project Quality Management Systems (QMS), in accordance with ISO 9000 Series Standards and 17025 accreditation, on behalf of Project Management Contractor and Engineering, Procurement, Management and Construction Contractor. Including preparation of Quality Manuals, Quality Plans, Non-Conformance Reporting, Corrective and Preventive Action Procedures, Schedules, and Inspection and Test Plans.
 - Conduct management reviews of the QMS and develop continuous improvement plans/strategies
 - Preparation of audit schedules, audit checklists and formal audit reports
 - As an Auditor and Lead Auditor, conducting internal and second party audit/appraisal of sub contractors and suppliers in accordance with ISO 9000 series standards, including bid/tender evaluation. Accumulating more than 1,000 hours of auditing experience
 - Exposed, experienced and knowledgeable on ISO 13485 : 2003 and ISO 16949 Quality System Requirements
- Customer Oriented / Business Development
 - Deal with customer complains/feedback/queries to meet their expectations
 - A key channel of communication for customers and act as escalation point for customer issues.
 - Responsible for maintaining excellent customer relations with both new and existing customers.
 - Carry out customer presentations by expressing the value plan of products, solutions and service offering
 - Direct efforts to develop customer experience at the point of sales

Position: Senior Process Engineer

Name of Company: Solectron Technology

Duration / Date: 5 years / Apr 1997 – Nov 2002

Location: Juru, Penang, Malaysia

Industry: Electronics Manufacturing

Key roles and technical skills

- Organization / Staff
 - Reports to Process Engineering Manager
 - Supervised three (3) Process Technicians
 - Operations Management
 - Responsible on process sustainability and production planning with a pro-active approach in all aspects of production systems and supply planning, within a large multi-product environment
 - Researched properties of manufactured product, cost, and possible methods of production utilizing eco friendly techniques and low impact processes.
 - Developed manufacturing principles and regulatory rules for the environmental sustainability of the production and the company.
 - Presented researched reports on product properties such as cost, product material, quality of product for production.
 - Created documents on provisions, rule for manufacture and build example of design for potential new products
 - Customer Oriented / Business Development
 - Experienced within Material Requirements Planning (MRP) tool, customer support and quality control disciplines
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Core Competencies

- Enterprise Resource Planning
 - Strategic Planning
 - Project Management
 - Budgeting & Cost Control
 - Business Re-engineering
 - Process Improvements
 - Quality Management System
 - Lean Manufacturing
 - ISO Auditor
 - Six Sigma
 - Japanese Language
 - FMEA
 - PCB Assembly
 - SMT Processes
 - RCA Specialist (Why-why Analysis, 8D Step)
 - Product Life Cycle
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Professional Development

- ISO 9001:2008 Internal Auditor
 - FMEA Trainer
 - Lean Six Sigma Black Belt
 - Quality and Business Management System
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Accomplishments

- Certified in Six Sigma Black belt and ISO Auditor
- Improved yearly Customer Satisfaction Index from 7.5 to 8.2 by establishing a customer-oriented communication tool
- Completed five customer's audits without major and minor Non-conformance report
- Achieved yearly target of 98% On-Time-Delivery and 95% On-Time-Arrival on shipped products
- Reduced Customer Reject rate from 8% to 0.5% thru Six Sigma projects
- Reduced Business Operations cost by 25% thru Lean Manufacturing projects
- Achieved Zero Error in New Product Introduction and Outsourced projects of Agilent Japan's products to Jabil Circuit Penang

- Improved engineer competence level from 60% to 90% in Root Cause Analysis methodology via effective and creative training method
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Key Skills

- Communication - Deals with internal and external customers at all levels via face to face meeting, telephone and email, to ensure successful communication via actively listening and probing questions. Ability to make precise observations followed by accurate reporting skill
 - Problem solving - Resolves in-depth queries in a methodical manner independently and with internal and external business partners to find appropriate resolutions, efficiencies and high level of quality
 - Team Player - Enjoys sharing knowledge and encouraging development of others to achieve specific team goals
 - Planning and organizing - Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner
 - Systems knowledge – Oracle and Material Requirement Planning. Experience in preparing and analyzing reporting data for management accurately and to timescales
 - Management – Hands-on experienced in Supplier Management, Project Management, Production and Quality Operations, Quality Management System, network & database system design and development of Enterprise Resource Planning, and Customer Relationship Management
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Salary and Availability

Current Monthly Salary: RM8,000

Expected Monthly Salary: Open and Negotiable

Availability / Resignation Notice Period: One Month Notice

Education

Masters in Business Administration (Universiti Sains Malaysia)

Sept 2010 to Sept 2014

Degree in Information Technology Engineering (University of Kumamoto, Japan)

Apr 1994 to Mar 1997

Reference

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