



# Shanthakumar Alagarsamy

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Tirupur, Tamil Nadu 641663

## SKILLS

- MS Word
- MS Excel
- MS Power Point
- MS Outlook
- Operations management
- Staff training and development
- Organizational development
- Corporate communications
- Team player
- Leadership and team building
- Problem resolution

## PERSONAL DETAILS

Date of Birth: 21/12/1979

Nationality: Indian

Marital Status: Married

## LANGUAGES

English



Bilingual or Proficient (C2)

Hindi



Bilingual or Proficient (C2)

Tamil



Bilingual or Proficient (C2)

Telugu



Upper intermediate (B2)

## PROFESSIONAL SUMMARY

An Accomplished Product Quality, Inspections, Quality Management Systems, Supplier Training & Production Professional with more than 20 years of experience in all kind of apparel, accessories, Footwear and home textile products. Ability to execute process improvement, analysis /evaluation, supplier management and quality management of system, process and standards. Evaluate the Quality Management System (Factory Quality Evaluations) of Manufacturing facility as per client requirements to ensure right quality product at first time. Experience of maximizing awareness among team members, mentoring them on the quality aspects and working in a fast-paced environment and able to convey the organizational values and goals. Excellent interpersonal and people management skills, analytical & negotiation skills with proven track record of spearheading numerous projects during the career.

Knowledgeable Product Quality Inspections with proven track record in strategic planning and operational management. Successfully led cross-functional teams and implemented initiatives that enhanced efficiency and productivity. Demonstrated proficiency in leadership and decision-making to drive business success.

## WORK HISTORY

January 2024 - Current

**Deputy General Manager - Inspections**, Intertek India Private Limited, Tirupur, India

- Collaborated with department heads to establish goals and work plans.
- Enhanced team productivity by providing ongoing coaching and mentoring to staff members.
- Increased customer satisfaction by addressing concerns promptly and implementing effective solutions.
- Managed multiple projects simultaneously while maintaining focus on meeting key milestones.
- Enacted contingency plans, escalated and directed system problems and issues and participated in post-mortem analysis to provide input for process improvements.
- Established strong partnerships with stakeholders, fostering a collaborative work environment.
- Championed the adoption of new technologies, streamlining workflows and enhancing overall efficiency.
- Mitigated risks proactively by conducting thorough analyses of potential threats.
- Drove year-over-year business growth while leading operations, strategic vision, and long-range planning.
- Participated in planning process to achieve corporate objectives.

April 2018 - December 2023

**Senior Inspection Manager, INTERTEK INDIA (P) LTD, Tirupur, Tamil Nadu**

- Manages and facilitates interactions and communications with internal and external client stakeholders regarding production
- Analyzes data results and provides conclusions and proposals to customers, Internal stake holders
- Employ high level technical expertise to develop new processes and solve problems
- Writes / executes inspection protocols
- SOPs, Forms for customers
- Provides technical support to inspectors and Co-ordinator staff within areas of specialty inspection and implements new methods and technologies to enhance operations
- Suggests improvements to existing methods and procedures
- Responsible for group metrics, analyzes results and presents conclusions to senior leadership team of organization
- Continuously improved team skills by organizing training sessions on relevant topics such as safety regulations or industry trends.
- Evaluated inspector performance, identifying areas for improvement and providing constructive feedback.
- Ensured timely inspections by effectively managing schedules and prioritizing tasks.
- Advised management on strategies for reducing risk exposure based on insights gained from thorough inspections.
- Streamlined workflow by introducing efficient procedures in the inspection process.
- Reduced inspection errors, leading to increased safety and higher quality standards.
- Managed a team of inspectors, providing guidance and training for optimal performance.
- Fostered a culture of continuous improvement within the department, driving initiatives that led to increased efficiency in daily operations.

January 2011 - March 2018

**Inspection Manager, INTERTEK INDIA (P) LTD, Gurgaon, India**

- Supplier Quality Management System Evaluations
- Evaluating the Quality Management of Manufacturing facility
- Prepare audit plan and get confirmation from client
- Conduct opening meeting at client premises and evaluate availability of all required technical, social, environmental & legal documents as per the standard
- Conduct audits as per required standards from clients covering below points: Product review, Incoming Goods / Material Control & Procedures, Manufacturing process & Procedures, Needle control and Metal detection policy, Finished Goods and its Quality control procedures, Calibration, Training, Complaint, Internal Audit
- Prepare non-conformance reports based on the discrepancy found in audit
- Conduct closing meeting to make client aware about the NC's found in audit
- Reviewing the CAP
- Client Handled for Technical / Factory Evaluation: Wal-mart (FCCA) / THD (QSA) / Hornbach / Sodimac / Etc
- Product Quality Inspection Responsibilities: To strengthen team & sustain the Business growth by recruiting right people (Quality Engineer, Auditor, Co-ordinator, Supervisor, Asst
- Manager etc) at each location
- Managing the team of 100+ inspectors for inspections in India

- Meeting local as well as overseas clients to understand their business requirements & potential to increase the volume with them
- Address customer requirements on quality issues, performing thorough implementation of the quality policies, practices and systems
- Conduct Seminars/ Training sessions for industry on quality systems & inspection procedures
- Interpret quality control philosophy to key personnel in organization
- Conducting Integrity Visits to factories & check if all the jobs are performed with full compliance to companies "Code of Conduct"
- Field visits for training of inspectors & surprise audits on the on-going inspections
- Performing Technical audits for various customers like Sears, Tesco, Wal-Mart, Hornbach, CTC, etc...
- Communication with overseas customers/ colleagues for setting up new inspection requirements, SOP, WI by collecting the technical details
- To investigate customer complaints regarding quality and perform root cause analysis and plan on appropriate corrective actions
- Conducting meeting with inspection team to discuss quality issues received from customers
- To recommend the best practices to render requisite service level & avoid complaints
- Understand the problems faced by field staff (Inspectors & Auditors) & train them theoretically as well as practically which will make them eligible to tackle the technical and administrative/ social difficulties while on field job
- Analyzing business reports & give feedback to top Management about market trends, potential areas for business growth, Challenges along with opportunities to grab new business

December 2008 - December 2010

**Asst. Inspection Manager, INTERTEK INDIA (P) LTD, Tirupur, Tamil Nadu**

- Field visits for training of inspectors
- Surprise and Integrity audits on the on-going inspections
- Performing Technical audits for various customers like Sears, Tesco, Wal-Mart, American Eagle Outfitters, Chico's etc...
- Responsible for Inspection scheduling of inspectors in South Region
- Managing 28 inspectors for day to day activities
- To communicate with Suppliers in South India & related customers / colleagues at overseas office for technical details
- Managing Inspectors by providing the proper details for inspection
- Co-ordinating with client for approvals on inspections cost / to get the details from client for inspection scheduling
- Inspecting the goods on initial, online & final stages
- Reporting to inspection manager with all the relevant details
- Training the new inspectors for during production, final stages on knitted & woven Garments / fabrics, coir mats & Jute Rugs
- Maintaining the efficiency percentage for QE's and co-coordinators
- Claim Investigations and CAPA against the customer complaints
- Client's handled: Migros (Swiss), GAP (U.S.A.), THD (U.S.A), Siplec (France), Lowes, C & A (Germany), Remei AG (Germany), Wal-Mart (USA), Canadian Tire Corporation etc
- Products Handled: Apparels, Kitchen Home textiles, Home decors, Kitchen Utensils, Coir Mats / Rubber Mats, Hammocks, Furniture's, Stationeries, Footwear's, Leather Jackets etc

July 2007 - December 2008

**Senior Quality Auditor, HANES BRANDS INC, Tirupur, Tamil Nadu**

- New developments, fittings, pattern corrections, liaison with technicians, buyers
- Follow up from product development to final shipment on right time delivery with right Quality
- Approve fabric color standards and size set, pre-production sample
- Verify with standard and approve all accessories and trims
- Maintained global quality standards and production technical support
- Approve the Top of production sample to verify against technical details/tech pack
- Follow up with vendor for weekly shipment plan for final audits
- Execute the audits plan well against weekly shipment schedule without delayed
- Follow up technical approval and deviation approval with USA technical team
- Strengthened business unit relationship and ensured timely delivery of quality standard products
- Brands Handled: Hanes, Champion, Polo Ralph Lauren, and Barley There
- Products Handled: Under Garments

April 2005 - June 2007

**Quality Inspector, TESCO INTERNATIONAL SOURCING INDIA LTD, Tirupur, Tamil Nadu**

- Conducting Pre-production meeting at factory before starting production, to ensure the smooth running of production
- Size set approval prior to production
- Inline inspections to ensure quality of product as per the requirement
- Green seal samples approval
- Ensuring Quality at Final Inspection & releasing the shipment
- Supplier Evaluation for production capacity and quality management systems
- Labels Handled: Cherokee, F + F
- Products Handled: Apparels, Kitchen Home textiles, Coir Mats / Rubber Mats

January 2003 - March 2005

**Senior Quality Assurance Executive, LI & FUNG INDIA PVT. LTD, Tirupur, Tamil Nadu**

- Working on new development samples in joint with merchandiser
- Close follow up on orders execution
- Assuring the quality on initial, mid & final stage of before & after starting the production
- Follow & evaluate new development and production samples
- Supplier for the development on quality and production to ensure on-time delivery
- Complaints Handling
- Labels handled: Lahalle, Monoprix, Orchestra, Carrefour & Grouppe Casino

July 2000 - Dec 2002

**Quality Engineer, INTERTEK INDIA (P) LTD, Tirupur, Tamil Nadu**

- Inspecting the goods on initial, online & final stages
- Reporting to inspection manager with all the relevant details

## EDUCATION

Diploma In Textile Processing - 1997 - 2000

SSM Institute of Textile Technology, Komarapalayam, Tamil Nadu, India

## ACCOMPLISHMENTS

- Outstanding Team of the Quarter - 2016 - EVP Award
- Outstanding Team of the YTD August 2017 - CEO Award
- Outstanding Team of the Quarter Q1 2019 - CEO Award

## PERSONAL INFORMATION

- Place of Birth: Tamil Nadu, India
- Date of Birth: 12/21/79
- Gender: Male
- Nationality: Indian
- Marital Status: Married

## HOBBIES AND INTERESTS

- Travelling
- Learning

## AFFILIATIONS

- Certified Lead Auditor - Quality Management Systems (ISO 9001:2008)
- Outstanding Team of the Quarter - 2016 - EVP Award
- Outstanding Team of the YTD August 2017 - CEO Award
- Outstanding Team of the Quarter Q1 2019 - CEO Award
- Innovation Challenge - Part of Silver Economy Innovation

## CERTIFICATIONS

- Quality Management Systems - Lead Auditor Course] [Intertek TSI] Oct 2010

## TRAVELLING, SPORTING

Interested in Travelling globally and locally.

Interested on Sporting of any Games as a team and individual.