

DEEPAK DHAKE

STRATEGIC MANAGEMENT PROFESSIONAL



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Key Skills

Manufacturing Excellence

Quality Management System –
TS16949 / ISO 9000, EHS ISO
14001, OHSAS 18001

Stakeholder Engagement (Business/
Clients)

Change Management

Six Sigma Project Management

Cost Reduction/ Revenue
Enhancement

Team Building & Leadership

WCM/TQM/ ISO/TS Implementation

Continuous Improvement Methods

QUALITY & OPERATIONS LEADER

Offering nearly 26 years' experience of successful career chronicle in Business Process Excellence/ Improvement, Six Sigma Implementation, Operational & Business Consulting and Business Process Re-engineering

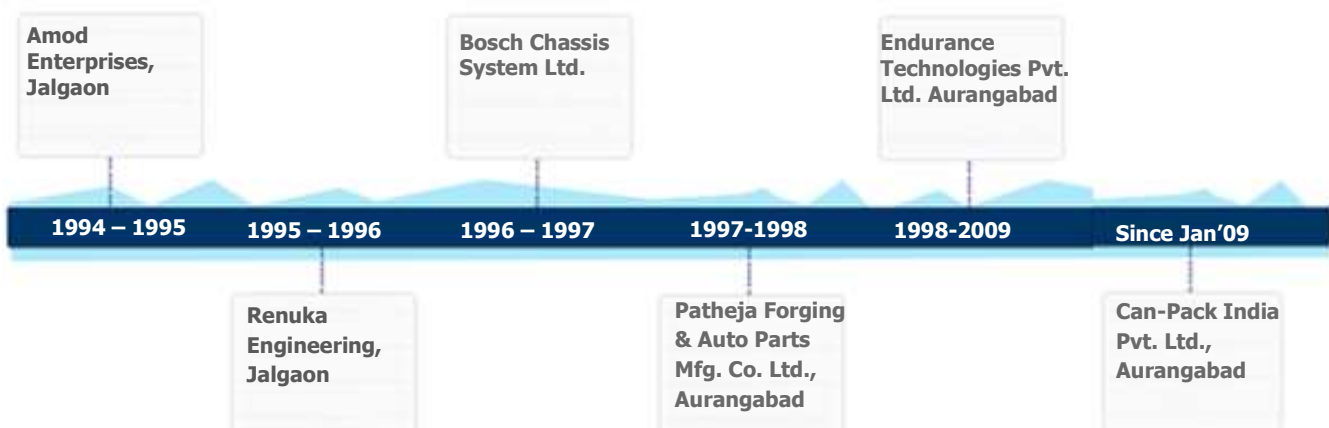


Profile Summary

- Extensive experience in managing **cross-functional operations** in a multi-site environment with career success in developing innovative plans to execute **world class manufacturing & quality operations**
- Drove **innovation, transformation, change and efficiency** strategically within organisation with a view to align with the ethos, mission, goals and vision of the organization
- Quality Assurance Specialist with overall experience in **conducting validation, stability studies, quality audits, facility upgradation** to meet the requirements of regulated market and organize continuous audits to ensure compliance and effective functioning of the process
- Track record of **increasing revenues, streamlining operations**, evolving **process improvement strategies** and creating a team work environment to enhance productivity through innovative techniques
- Added value to the efforts of the organization**; streamlined the overall branch operations, resulting in a 28% reduction in the operating budget by successfully implementing process flow and enhanced systems through various improvement projects such as Six Sigma/Lean techniques as Certified Six Sigma Professional
- Recognized multiple times for maintaining **high performance standards, delivering client satisfaction and controlling attrition rates**
- Worked with key clients like **Coca Cola, PepsiCo, Carlsberg, Heineken, AB-Inbev, Diageo, Pernod Ricard & many others**
- Leveraged **human capital directed productive cross-functional teams using interactive and motivational leadership** that spurs people to willingly give 110% effort and loyalty, delivered highest score in Gallup Employee Engagement survey



Career Timeline



Work Experience

Since Jan'09 with Can-Pack India Pvt. Ltd., Aurangabad as
Regional Head India- Quality, Customer Relations & Systems
(Canpack Beverage Can Plants & Canpack Glass Container Plant)



Key Result Areas:

- ❖ Managing **manufacturing & commercial** activities by utilizing optimal resources, reducing minimal wastage, achieving operational excellence, maintaining in-built quality systems and achieving cost control
- ❖ Spearheading overall Quality Control, Customer Technical Service, Systems (ISO & Process Excellence) activities, implemented effective techniques to bring efficiency in production operations, improve quality standards & achieve maximum cost-savings.
- ❖ Versatile Manager for Quality Control, Customer Technical Service, Systems (ISO & Process Excellence).
- ❖ Established and developed Management System and process mapping in the initial phase of operations.
- ❖ Hands on experience with Management Systems-Quality, Food Safety, Environmental and Health Safety Systems.
- ❖ **Led** World Class Manufacturing systems-Trac Group, UK, which thrives in dynamic, challenging and fast-paced professional environments.
- ❖ **Assertive and Enthusiastic**, with extensive knowledge of planning, directing and managing the quality processes with an unsurpassed work ethic.
- ❖ **Steered** customer engagement activities to boost and strengthen relationship.
- ❖ **Led** inter-group audits and confronted international corporate audits.
- ❖ **Headed** customer technical service meetings in group –information exchange to improvise the customer engagement and delight.
- ❖ Successfully developed and led a top-performing team in implementing production operations.
- ❖ **Demonstrated** exceptional team building and engagement capability which ultimately leads to maximize performance and employee satisfaction.
- ❖ **Developing and deploying** the standard practices and system to improve performance thru various programs.
- ❖ **Developing** annual quality objectives, improvement plan and its tracking system.
- ❖ Ensuring complete **in-process quality control** by control plans, continuous improvement in process capabilities & early detection system
- ❖ Implementing various techniques for **cycle time / cost reduction**, entailing identification of opportunities, analysis of data, conducting tests, cost benefit analysis and implementation
- ❖ Maintaining quality standards for incoming materials ensuring stringent adherence to quality standards, norms & practices
- ❖ Monitoring **performance bottlenecks** and taking corrective measures to avoid the same
- ❖ Focusing on optimization of **process parameters; initiating process improvements** for achieving bottom-line objectives and productivity targets
- Ensuring: Process Quality Assurance:**
 - ❖ Implementing quality tools to ensure process capability per specification requirements, monitoring by control plan, preparing & implementing improvement and corrective action plan.
 - ❖ Preparing, coordinating, facilitating and following up process audit
 - ❖ Developing quality plans and ensuring quality assurance for new products/equipment in manufacturing by inspection control in various stages, process control as per standard
 - ❖ Reviewing SOPs/technical specifications/ batch manufacturing record / validation protocols, validation reports and other quality documents/ change-control procedures for SOPs
- Supplier Quality & Technical Assurance**
 - ❖ Assessing the performance of the vendors based on various criterions such as percentage for rejections, quality improvement rate, etc. Preparing PPAP document & MISP
 - ❖ Planning & carrying out process audits at vendor's end for vendor qualification
 - ❖ Training and competence development of co-makers/vendors & suppliers
 - ❖ Quality Management Systems
 - ❖ Developing a framework of quality standards, procedures & systems and overseeing smooth implementation at client end
 - ❖ Making the Control Plans, FMEA, and Process Flow Diagrams for newly developed product.

Highlights:

- Reduced the number of vendors by clubbing operations of potential vendors
- Implemented process which led to manpower reduction by 33% with effective manpower utilization for QC department
- Conducted employee engagement program that delivered highest score in Gallup Employee Engagement survey
- Streamlined the overall branch operations, resulting in a 28% reduction in the operating budget
- Boosted Customer Satisfaction Ratings by 15% in under 10 months
- Slashed company operating budget by 0.8 Cr. INR through involvement in cost-cutting projects
- Supported group plants to establish the system, technical & food safety system improvements. Spearheaded corporate customer approval audits and achieved the highest score.

Previous Experience

1998 – 2009 with Endurance Technologies Pvt. Ltd. Aurangabad, M.S. India., Hi-Technology Transmission System (I) Pvt. Ltd. (Joint Venture with Adler Spa., Italy) as Asst. Manager-Production & Production Process Development, Team Player - Automobile Clutches & Brakes

1997 – 1998 with Patheja Forging & Auto Parts Mfg. Co. Ltd., Aurangabad, M.S., India as Production Engineer - CNC Division

1996 – 1997 with Bosch Chassis System Ltd., Jalgaon as Production Engineer - CNC Division

1995 – 1996 with Renuka Engineering, Jalgaon, M.S. India as Trainee Engineer - CNC Division

1994 – 1995 with Amod Enterprises, Jalgaon, MS. India — Trainee Engineer - CNC Division

Professional Development

- Trained in SPC Xplorer, by Digi Tracc, UK — July 2009
- Visited to Can-Pack Group plants in UK, Dubai, Poland for benchmarking & establishing the process auditing, System & Manufacturing Processes & practices and its standardization.
- Participated and awarded for effective implementation of FSSC 22000 from Coca-Cola India
- Building and Engaging Workplace for Superior Performance — April 2015
- Emotional Intelligence & Leadership by Mr. Soma Villiappan— May 2015, Dec 2017 Voice Modulation – June 2015
- Mind Mapping & Creative thinking-By i-Mind Map-Tony Buzan- Aug-2015
- Internal Auditor in group for reviewing Process and System Performance.
- Behavioral Leadership by Mr. Santosh Kumar-VP UB group
- "Creating Value System/Streaming" by Corporate Speaker & Comedian Ritu Vasu Primlani-Dec 2017
- Certified Lead Auditor for ISO-9001:2015 by TUV – May 2018 & Jan 2020.
- Certified "Business Innovation- Theory of constraints" by Goldratt. June-2019
- Certified lead auditor for FSSC 22000 V 5.0 by TUV – Jan 2020.
- Six Sigma Black Belt –Y 2017

Academic Details

- Bachelors in Mechanical Engineering in 2006
- Diploma in Mechanical Engineering in 1996

Personal Details

Date of Birth: 5th May, 1973
Languages Known: English, Hindi, & Marathi
Address: Aurangabad, M.S. India
Passport: E 6314242: Valid till J2026