

## Curriculum Vitae

Name: Mr. Graham Potts

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### **Personal Statement:**

With over twenty-five years of extensive experience in the Manufacturing industry, I have built a strong foundation in various facets of this field. For the past six years, I have excelled in the Quality Sector while also effectively managing diverse teams. My professional journey has been driven by a passion for continuous improvement and problem solving, employing methodologies such as Kaizen, PDCA, 5s Lean manufacturing, process flow mapping, and data analysis.

Throughout my career, I've successfully applied these principles not only in Quality Assurance but also in Production Management and Test Engineering. My track record includes remarkable achievements in waste reduction, cost savings, and quality enhancement. I take pride in my ability to drive results, foster innovation, and streamline processes to meet and exceed organizational goals."

### **Key Skill:**

- Lean Manufacturing
- Continuous Improvement
- Project Planning
- QA Principles
- IT literate
- Microsoft Office
- Production Planning
- Computer Programming
- Supervision / Management
- Electronic Testing
- Time Management
- Process Flow Mapping
- Commercial Awareness
- ISO & Audits
- Carbon Literacy trained.
- Customer Support

### **Education History**

2014 – Present	Open University
1995-1998	Bradford College (Evenings)
1989-1991	Bradford ITEC
1986-1989	Hanson Upper School

### **Qualifications:**

- GCSE English & English Oral
- GCSE Mathematics
- GCSE Information Technology
- GCSE Art and Design
- GCSE Business Studies
- GCSE Physics
- GCSE History
- BTEC National Diploma in Computers
- HNC Computing and IT
- OUW Carbon Literacy Training
- City & Guilds Computers & Computing 726-2127
- City & Guilds Introductory Database 726-401
- City & Guilds Introductory Spreadsheets 726-402
- City & Guilds Introductory Basic Programming 726-200
- City & Guilds Elementary Basic Programming 726-220
- City & Guilds Electronic Servicing 224 part 1
- City & Guilds Electronic Servicing 224 part 2
- City & Guilds Electronic Servicing 224 part 3
- NVQ Level 1 in Electronics
- HND Computing and IT

I am currently doing Open University BSc (Honours) Computing and IT. Module is have passed are:

TU100 my Digital Life, MU123 Discovering Mathematics, TM129 Technologies in practice.

M240 Object-oriented Java programming, M269 Algorithms, data structure and computability.

M269 Change, strategy and projects at work, TT284 Web technologies, TM252 Web mobile and cloud technologies

Training I have also received while working includes:

- Iso Internal Auditor Training
- Lean Manufacturing and 5s
- Quality Principles
- Certification & Compliance
- IOSH Training and Risk assessment
- Soldering & Inspection
- MIL-STD-2000
- IPX Leak Testing
- Helium Leak Testing
- Harmonic Vibration Testing
- IPC J-STD-001
- IPC A-600
- IPC A-610
- Pat Testing
- Fire Safety

### Employment History:

**Ring Automotive Ltd**

May-2021 – Present

**Assistant QA Manager**

As the Assistant QA Manager, I play a pivotal role in supporting and deputizing for the QA Manager, ensuring the effective functioning of the Quality Management System across the organization. My responsibilities encompass a wide range of activities, including conducting audits, trend analysis, and overseeing the Non-Conformance (NC) system.

Within the Quality Testing lab, I lead a team of test technicians responsible for evaluating future samples for our company and conducting competitor benchmarking and batch testing of stock. Additionally, I actively engage in testing processes myself, setting a high standard for quality.

Moreover, I hold the responsibility for managing the returns system and maintaining control over the Calibration system within the company. Ensuring ethical and efficient disposal of the company's Waste Electrical and Electronic Equipment (WEEE)

#### Key Milestones:

- Successfully implemented a recycling system to dispose of 10 years' worth of WEEE, involving over 600 pallets.
- Streamlined the returns system, optimizing manpower usage and reducing waste.
- Elevated the quality of testing in the lab by standardizing procedures and implementing the 5s methodology for a more organized workspace.
- Established a comprehensive training matrix and calibration system for enhanced operational efficiency.

**Epta UK Ltd (George Barker)**

August-2018 – May 2021

**QA Engineer**

At Epta UK Ltd, a leading manufacturer and installer of refrigeration systems for the supermarket industry, I played a vital role in the realm of quality management. My responsibilities encompassed investigating the root causes of non-conformances, facilitating the reporting and logging of non-conformances within SAP, and acting as a liaison with suppliers to address non-conforming parts. Additionally, I conducted supplier audits to ensure quality standards were met.

Beyond my core responsibilities, I provided support in various other areas within the Quality Assurance department, including goods-in inspection, supplier issues resolution, and trend analysis. My diverse skill set, enriched by computer IT training, also allowed me to assist the IT department on large projects.

#### Key Milestones:

- Through rigorous investigation of raised non-conformances, I identified root causes, resulting in a remarkable 30% reduction in snagging costs per project for the installation team. Furthermore, I accurately allocated costs to the respective cost centers, enhancing financial transparency.
- I led initiatives to enhance part quality, at goods-in, during production, and at installation. These improvements were cost-effective, potentially saving the company £20,000 annually at no cost to the company.
- I established a Quality dashboard and revamped QA monthly reports, ensuring more effective and data-driven decision-making processes.

**Epta UK Ltd (George Barker)**

June 2017 – August-2018

**QA Inspector**

My primary responsibilities centered around the establishment and management of a goods-in inspection system, a role I undertook from its inception. This role involved setting up the entire goods-in inspection process from scratch. I meticulously inspected incoming materials and products, identifying, and reporting any issues to the relevant departments to ensure the quality and integrity of our supplies.

Furthermore, I provided support for End of Line inspection as needed. This included the inspection and booking off finished products to maintain high-quality standards throughout the production process.

**Key Milestones:**

- Setup of the goods-in inspection system, a critical function in our quality assurance processes.
- Training my replacement when I was promoted to the position of QA Engineer.
- Authored comprehensive paint-line guidelines to aid in the training of paint line operators, providing clear criteria for acceptable quality standards.

**Northern Design (Electronics) LTD**

December 2014 – May 2017

**Production /Operation Manager**

I managed the Production and Logistics department, overseeing test departments, SMT machine, and Assembly Area with a team of 20 professionals. I focused on seamless work order execution, production scheduling, and quality control. I introduced KPIs, implemented 5S, and improved work instructions. I transitioned from Sage 100 ERP to Manu online ERP, setting up and supporting its use.

In October 2015, I added managing sales orders, lead time communication, and Field Sales support. In August 2016, I assumed the Purchase Manager role, reducing BOM costs, sourcing new suppliers, and managing purchases. I juggled roles as Purchase Manager/Buyer, Sales Office Manager, and Production Manager."

**Key Milestones:**

- Project managed the relocation of the SMT department from one factory to another.
- Pioneered lean processes within the company, streamlining operations and increasing efficiency.
- Completed training as an Internal Auditor to support ISO auditing.

**Northern Design (Electronics) LTD**

August 2014 – December 2014

**Service Engineer/ Manager**

I commenced my role at Northern Design as a Service Engineer, specializing in the repair of a wide array of Electronic Meters. My responsibilities included diagnosing and repairing electronic meters sent in for service by customers and addressing faulty PCBs from the production department. In addition to my technical duties, I was entrusted with the leadership of the service engineer team. This entailed effective communication with customers, providing detailed reports and repair quotes. I was also an active participant in management meetings, where I contributed insights and updates related to the service department.

**Seven Technologies Group LTD**

July 2010 – August 2014

**Test Engineer**

As a Test Engineer at Seven Technologies Group Ltd, my role was ensuring the functionality and reliability of electronic tracking devices used by Military and Law Enforcement. My primary responsibilities included conducting thorough testing and repairs of these critical devices down to the component level. In addition to my technical duties, I meticulously logged and recorded test results using various computer systems, I also received specialized training in lean manufacturing principles, which I used to optimize our department's efficiency.

**Key Milestones:**

- Implemented lean manufacturing principles, leading to the creation of a highly efficient production line that significantly increased the daily output of tracking devices from 10 to 30 units.
- Successfully established a new production line for a newly developed unit, ensuring a smooth transition into production.
- Created a Calibration and Test Database to enhance the accuracy and consistency of our testing procedures.

**Vendparts Limited**

2007 – July 2010

**PCB Repair Engineer**

In my role, I was responsible for the comprehensive repair and refurbishment of PCB boards primarily utilized in vending machines. This involved diagnosing issues and conducting repairs down to the component level. Additionally, I specialized in refurbishing electronic and electrical/mechanical vending machine parts, as well as repairing and refurbishing fridge units commonly integrated into vending machines. I was also proficient in reprogramming and repairing coin mechanisms used in vending machines.

Given the small-scale nature of the company, I took on additional responsibilities, including office administration and sales processing using Sage software. My IT skills were put to good use as I managed all the IT within the organization. I also performed Pat Testing for equipment and provided technical support over the phone when needed.

Furthermore, I undertook the role of supervising and training an apprentice/junior technician, contributing to their professional growth and development."

**Denso Marston Limited**

2006 – March 2007

**Production Operative**

I was working at Denso Marston Limited as a production operator on an agency contract while there I was mainly working nights as a production operator. Involved in the machine shop.

**Filtronics Components Limited**

1998 – 2006

**Test Technician/Engineer**

I started as a production operative but after 12 months moved internally to Testing role. This was testing for the defense industry. I had to repair and fault finding to a very high standard on RF and DC devices. This work involved using equipment including Vector Network Analyzers, Spectrum Analyzers, Power Meters, and Signal Generators as well as using Vibration testing machines. Reworking involved Reworking BGA, Surface Mount Parts as well as SOIC and DIL Packages. I was Senior Technician and was expected to take the lead and supervise the rest of the team of four technicians and two assemblers and prepare fault reports for the Production Manager.

**Microvitec PLC**

1995- 1998

**Service Technician/Engineer**

This involved follow Circuit Schematics to repair monitors, Computer, printers, and terminals to component level mostly on Microvitec's range of monitors and computers but also on Third party units, I also had to give technical support over the phone and giving quotes for work to be done.

**Microvitec PLC**

1992- 1995

**FTU Operator and PCB Repair Technician**

In panel test I was required to test and repair Printed Circuit Boards for Monitors, Terminals, and Multimedia Cards. This involved working to components level. As well as following on screen instructions.

**Microvitec PLC**

1990- 1992

**Marketing Assistant / Programmer**

My main duties while in the marketing department were to program demonstration software for Microvitec's range of Terminals. Other duties also included inputting data into a database and general office tasks. I mainly programmed using Basic and Some C. I also had to maintain and update a UNIX bases server. As well as setting up equipment at computer exhibitions for the Sales Team.

**References:**

Paul Hebden

IMS Manager, Epta UK

Highfield Works

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Stuart Flack

Director, The Electronics Group

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Clare Allison

Quality Manager, Ring Automotive

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