

Dr. Tricia M. Kerns, CPIM, CLTD, LSSBB, SCPro™

CAREER PROFILE

Extensive experience with proven success in all facets of leadership and management. A true change agent – achieving great success with implementing change and "Lean Thinking." A solid background of experience and education in Operations, Material Management, Inventory, Supply Chain Management and Lean Manufacturing.

MAJOR ACCOMPLISHMENTS

- Extensive “Lean Six Sigma” experience in all facets of manufacturing, material management, distribution and customer service.
- Extensive experience with International Procurement: Japan, China, Taiwan, Germany, Mexico, Singapore and Hong Kong
- Implemented Lean techniques improving efficiency by 50-75%
- CT-PAT, NAFTA, ISF and PMS experience with United States Customs
- Increased Inventory Turns by 50%
- PPV Savings of \$900K
- Established Customer Relationship Management - Salesforce.com
- Maintained superior inventory accuracy (99.9%) and on time shipping (98.5%)
- Implemented distribution team focus groups improved efficiency on all accounts that exceeded a saving of \$250,000.
- ITAR (International Traffic in Arms Regulations) experience
- Implementation team for ISO certification/Successfully certified.
- ASI (American Sanitation Institute) experience

WORK EXPERIENCE

**Governors State University
University Lecturer**

2014-Current

Governors State University was founded in 1969, located 40 miles south of Chicago. Governors State University has roughly 5,500 students with numerous degree programs and certificates. As a University Lecturer, I teach both undergraduate and graduate programs. In my role, I develop and implement course instructions and support student success. Successfully completed Blackboard on-line training at Governors State which enables me to build courses using various tools and techniques. I also participate in committee work, including our Strategic Management committee. Courses include: Quality Management, Ethics, Problems in Business Ethics, Inventory and Production Management, and Operations Management.

In addition to teaching responsibilities, I am a member of the Strategic Management Committee. The goal of this committee is to achieve and maintain high standards for the College of Business and Public Administration. I also participate as an APICS Student Club Advisor which allows students to collaborate with others interested in APICS – the Operations Management Society. Also, during 2014 I attended the Civic Institute at Roosevelt University representing Governors State University. I am an active member of GSU Civic Engagement Team.

Independent Business Consultant

Work with various companies to build customized course work to improve performance and quality. Also, working with our continuing education department, I teach various continuing education courses to the public and local corporations. Classes include Lean Six Sigma Green Belt, Introduction to Supply Chain Management and Leadership.

Palladium Energy

2013-2014

Supply Chain Manager, North America

Palladium energy is a leading lithium-based battery pack solutions company servicing markets in medical, military, commercial and consumer electronics. As a Supply Chain Manager, I managed a direct staff of four employees. Our team consisted of two senior buyers, a junior buyer and Logistics/Warehouse Manager along with a Asst. Manager. Established Kan-Ban and consignment programs with various suppliers. Implemented a SCOR system to set expectations for all suppliers. Successfully negotiated positive PPV for the company. Established a cycle count program that was targeted to eliminate annual physical inventory's. Trained and maintained ITAR and various United States military requirements. Worked directly with customers and project managers to ensure time-lines were met. Procurement activities were both domestic and international including: Japan, China, Korea, Singapore, and Mexico. Negotiated all LTL and small package freight rates including all international freight both outbound and inbound. Managed and successfully certified IATA - International Air Transport Association Class 9 Dangerous Goods. Implemented and trained lean techniques to better achieve results.

Focal Point Lighting, Inc

2006 – 2012

Material Manager

Focal Point Lighting is a major lighting manufacture employing over 500 employees located on the south side of Chicago. As a material manager, I successfully established consignment and Kan-Ban programs to increase inventory turns and improve service levels. These programs were instituted with both domestic and international suppliers. Improved inventory turns to a record level. Improved service levels by 60%. Improved vendor quality results by 40%. Successfully negotiated \$900K PPV savings. Set up a successful vendor managed program which reduced planning time by 40 hours per week. Extensive experience with “Lean Thinking” in a Materials and Manufacturing role. Experience with CT-PAT, NAFTA, ISF and PMS programs through US Customs. Implemented bar code scanning to vendor base to streamline purchasing activities (Kan-Ban Scan). Built and maintained strong vendor base using established metrics and industry standards. Built VMI model to enable vendor base to manage inventory. Project leader with EDI set up and maintenance. Negotiated contracts with all inbound and outbound carriers. Reduced over-all costs for all transportation.

Tasked with implementation of lean techniques throughout the company. Project included implementation of "lean" techniques in the customer service department. Customer service department included project leaders, field service and BOM engineers. Successfully implemented a "fast-tracked" customer care department. Implementation of streamlined field service with a over-all reduction of 50%. Researched various software companies including product configurator, B2B ecommerce, and quoting and proposal software. Experienced Project champion of implementation plan. Created survey tools and root cause analysis to improve customer relationships. Implementation of CRM (customer relationship management) software Salesforce.com.

Bay Travelgear, Inc Aurora, IL

2003 – 2006

Operations Manager

Bay Travelgear is a \$100 million provider of luggage and travel accessories to the retail trade channel.

Managed a 675,000 square ft. distribution facility. Managed all Domestic and International Freight Forwarding. Managed all domestic outbound freight, including pricing. Established and manage all aspects of transportation including LTL, FTL, air freight, rail and five different steamship lines – 1200 overseas containers annually. Implemented Lean thinking throughout the organization and championed the Lean leader.

Manage a support staff of 10 employees and up to 80 distribution employees. Managed all procurement from domestic and international vendors. Worked with executive management in implementing significant cost reductions across the facility. Facilitated a “future state” of all warehouse, scheduling, distribution and assembly lines. Ultimate goal of 30% reduction was met and maintained. Championed the re-implementation of a new ERP system, Enterprise Software. Participated in round table discussions with software company for continuous improvement of processes.

Provided superior customer service for all major retailers – including: Wal-mart, K-mart, Target, Office Depot, Office Max and others. Managed all forecasting and procurement for International vendors. Defined and managed all shipping and receiving processes that reduced costs, and maintained excellent service and quality. Managed a JIT environment in a distribution setting. Maximized productivity by establishing standards and exceeding them. Facility layout experience. Established root cause analysis to improve processes. Tracked performance to establish reasonable performance expectations. Managed a credit memo team and reduced chargeback's by 50%. Maintenance of the facility – manage all aspects of service contracts, including HVAC, shipping equipment, forklifts and other.

USCO Logistics/Kuehnle & Nagel

2000 – 2003

Operations Manager

A third party logistics provider located in Alsip, IL. The customer base included: Home Depot, Takeda Pharmaceutical, Rheem Water Heaters, Johnson & Johnson (Splenda), The Sports Authority, Nortel Networks, MSG Marketing, Denso Automotive Products, BMW remanufacturing, MAN Roland printing press repair parts (18,000 skus) and others.

Operations Manager of 370,000 square ft that included up to 35 individual customer accounts. Managed 100+ union employees and a 6+ management support staff. Worked with customers to establish expectations and established metrics to exceed those expectations. Established and managed all facility expectations including attendance and performance. Work heavily on ROI to improve processes. Managed all aspects of quality for the facility. This included managing the quality of our ISO standards. Performed internally audits in all departments as well as quarterly training. Negotiated contract updates and changes with customers to maintain profitability within each account. Directed “start” up teams to establish standard operating procedures for new accounts. Responsible for the facility’s Profit & Loss and annual budget.

Bimba Manufacturing

1995 – 2000

Manufacturing Supervisor (1997 to 2000)

A manufacturer of stainless steel pneumatic cylinders that supplied various packaging, manufacturing, and machining markets, located in Monee, IL

Supervisor of 50+ team members working in a J.I.T (Just in Time) environment. Knowledge of CNC lathes, manual lathes, tesker, gun-drilling and other various machining operations. Worked with various types of metals including stainless steel, aluminum and brass. Facilitator of Quality Improvement Teams/Self-Directed Work Teams. Implemented an On-Site Inventory with proven success in inventory accuracy. Knowledge of MRP, Production Scheduling, Kan-Ban, Lean Manufacturing. Able to forecast and schedule FPOs, MTS, and MTO inventory levels. Able to facilitate conflict resolution with great success. Directed short/long term goals for the department and company to reduce costs and better utilize capacity/labor. Financial experience included establishing and maintaining departmental budgets. Worked heavily on ROI for improved processes as well as educational training. Facilitator of department safety teams including Ergonomic training/auditing. Reduced MTS inventory by analysis, driven by customer demand. Successfully developed an on-site replenishment program with a reduction of over \$100K of inventory. Worked closely with suppliers to reduce costs and maintain quality expectations. Established on-site supplier inventories and maintained superior customer service while reducing inventory costs. Implemented RF scanners used in the department.

Team Leader (1995 to 1997)

Team-Leader/Receiving Inspector/Industrial Medical Technician.

Experience in reading and understanding blueprints. Team leader in Material Handling directing safety, production and inventory accuracy. Receiving inspector of incoming parts-able to use a wide variety of inspection gages (including Micrometers, calipers and a CMM). Experience in MRP and all Microsoft programs.

EDUCATION

Doctor of Education (Ed.D) – 2011

Concentration: Ethical Leadership

Dissertation: Global competition: A qualitative study exploring the change in business models and strategies of Midwest manufacturing companies that address their competitiveness in the global economy.

Olivet Nazarene University

Bourbonnais, IL

Master of Business Administration (MBA) – 2006

Concentration: Management/Leadership

Governors State University

University Park, IL

Bachelor degree in Business Administration (BA) – 2003

Concentration: Operations Management

Governors State University

University Park, IL

Graduate Certification: Leadership and Organizational Development - 2006

Governors State University

University Park, IL

CSCMP SCPro™ - 2018

Council of Supply Chain Management Professionals

Certified SCPro™ Certification

APICS CLTD - 2016

The Operations Management Society

Certified Logistics, Transportation and Distribution (CLTD)

APICS Associate Instructor-CPIM and CLTD

APICS: The Operations Management Society – 2015

APICS CPIM - 2014

The Operations Management Society

Certified Production and Inventory Management (CPIM)

Purdue University – Lean Six Sigma Black Belt

Certified Lean Six Sigma Black Belt – 2011

KEY ACHIEVEMENTS

- APICS Practitioner Committee - APICS CPIM BSCM Exam 2017 - 2019
- Member of “The Association of Operations Management” (APICS)

- Chicago Board of Directors - APICS Chicago 2006 – 2009
- Certified IATA Class 9 Dangerous Goods - International Air Transport Association 2014
- Member of the Governors State University Alumni Association
- Member of the Traffic Club of Chicago
- Member and Trainer of Council of Supply Chain Management Professional (CSCMP)
- Able to use all Microsoft programs and MRP/MRP II/SAP/WMS/ERP/SPSS, Salesforce CRM Software, SPSS, QiMacros.
- Experience in ASI (American Sanitation Institute) expectations by achieving the highest score a facility had ever achieved.
- Member of Alpha Beta Gamma - Business Honor Society of Community, Technical and Junior Colleges.
- Adjunct Professor Positions 2007- 2014
 - Adjunct Professor Operations Management/Quality Management/Inventory and Production Management – Governors State University
 - Adjunct Professor Leadership – Lewis University
 - Adjunct Professor Operations Management - Moraine Valley Community College
 - Adjunct Professor Microsoft Office Applications - Prairie State College
- Completed “Ergonomic” training for a manufacturing environment
- Experience in an ISO 9000/9001 environment including implementation
- Industrial Medical Technician (I.M.T)-Certified through St. James Hospital
- Completed training in the following:
 - “Designing Manufacturing Cells” – Wright State University
 - “Leadership Training for Managers” – Dale Carnegie Leadership Training
 - “Building Leadership Credibility” – Bradley University
 - “Reflective Manufacturing” – APICS
 - “Just-in-Time/Basics of Supply Chain Management” – APICS
 - “Material and Capacity Requirements Planning” – APICS
 - “Metal Working Processes I” – Prairie State College

REFERENCES

Available upon request