

Charine Mak

Distribution Center Manager II (same role as Plant Director/General Manager)

Summary

Great achiever and high performer who have held important roles as plant director/general manager, operations/distribution center manager, Industrial Engineering director/manager, Lean Six Sigma consultant, supply chain & management specialist, business strategic planner and engineer for several large corporations. Consult and assist manufacturing, logistics, warehousing companies to improve productivity and efficiency, also reduce costs through working on industrial engineering, Lean Manufacturing/Kaizen and supply chain management improvement projects. Have diverse skill sets and different industries experiences and proven ability to raise small, medium and large organizations to more progressive, efficient and effective companies. Specialties: Strong background & skill sets in supply chain management, industrial engineering, operations management, Lean Six Sigma, manufacturing, sales/inventory/operations planning (SI&OP), project management, leadership, business strategic planning, international business management, process improvement, inventory management, problem-solving and people skills.

Experience

Distribution Center Manager II at Coca-Cola Refreshments

May 2014 - Present (1 year 8 months)

* Same role as plant director/general manager. Managed 3 facilities with over 120 employees, where distribution, warehouse, inventory, sales, merchandising, vending operations, finance, equipment services are under the same roofs. * Manage over \$4.2M annual budget and P&L. * Use key business indicators to track distribution centers warehouse/distribution/vending business (operations), sales, productivity, quality, cost, safety customer services etc. performances. * Provide guidance/directions and supports to supervisors on how to improve their performances by weekly, so that the company's goals can be met. * Responsible for volume forecasting. Work with planners and inventory analysts to actively manage inventories to the optimal level to prevent products out of stock or at risk situation. * Lead cross functional teams to reduce products breakage, damages and losses happened in the trade and warehouse. * Direct interaction with customers to provide exceptional services by fulfilling orders on-time and in full quantities, and resolving any delivery and handling issues. * Work with planning team to optimize route planning and sequencing so to improve drivers' efficiency. * Lead, organize and support community events in 3 territories to promote the company's brand and image – fulfill the role of being the ambassador of the company. * Assist other facilities to organize and lead Operational Excellence/improvement projects to drive labor efficiency using Lean/DMAIC methodology.

Industrial Engineering Manager at Foxconn

November 2013 - May 2014 (7 months)

* Industrial Engineering, Lean and Automation lead of the plant. * Lead both industrial & manufacture engineering teams to implement process improvement projects to eliminate wastes and reduce costs in warehouse, production, pack-out and shipping functions. * Provided Lean Six Sigma training to all cross functional teams. Provided guidance on how to initiate/organize a Lean project and follow through the whole DMAIC process. Helped all departments to track their projects status and reported to senior management and corporate team on weekly/monthly basis. Worked with all project/departmental leaders to manage Lean projects with total annual savings of over \$300K+. * Analyzed all operational functions and identified areas of automation opportunities to help resolving staffing, bottleneck and productivity issues. * Worked with vendors to conduct research and development and perform cost & benefit analysis on all automation projects. Also assisted sister plants in Turkey and Czech Republic on their automation projects. * Worked with New Business Development team to come up with RFQ. Developed plant layout designs and execution plans to accommodate new businesses need and be launched within the existing plant. * Implemented production dashboard/visual management system with live data to help communicate output, productivity, down time and quality related issues to all employees and front-line management on the floor. * Performed capacity analysis and came up with proposals on how to increase operations capacity through layout redesign, process/work steps redefining, work balancing and staffing headcounts and equipment increments. Estimated projects cost and created project plans for implementation. Presented the proposals and plans to the management team for approval and supports. Helped with implementation process.

Global Industrial Engineering & Supply Chain Director at Furniture Origins

April 2007 - July 2013 (6 years 4 months)

* Responsible for the whole company's Industrial Engineering, Lean Manufacturing, Supply Chain Management, S&O P and high level strategic planning functions. * Recruited, trained, supervised and developed all IEs, supply chain, planning and technical team members. * Managed and evaluated raw materials, WIPs and finished goods inventories levels and actively figure out ways to reduce and maintain inventories to the optimal level. * Mapped out the overall company's sales demand/forecast and factories' capacity, and set monthly spend budget control to ensure better cash flow and inventories management. * Actively dealt with suppliers, customers, operations and sales teams directly to resolve any supply chain, procurement or planning issues. * Constructed a supply chain model to effectively link and network internal and external raw materials suppliers, manufacturing facilities and customers together. Improved the flow and lead time of supply chain functions. * Generated global manufacturing capacity expansion and start-up proposals, conducted feasibility studies, and communicated all requirements and execution plan to all levels. * Lead & implemented Lean/Kaizen, IE and continuous improvement projects and performed value stream mapping throughout the whole organization to drive up productivity and output/revenue, and reduce overall operational costs, cycle time and cash ties up. * Provided guidance to factories General Managers, engineering and production teams on how to resolve operations capacity, bottleneck, layout, materials/process flow, productivity, planning, and facilities maintenance/safety issues. * Developed fundamental engineering processes, SOPs (Standard Operations Procedures) and systems for factories, distribution centers

and trading company. * Responsible for managing all capital projects, including doing researches, cost & benefit analysis, pricing negotiation with suppliers, giving review, approval, and actual implementation.

Sr Logistics Engineer at Ryder Logistics

2005 - 2007 (2 years)

Conducted and implemented Lean/Kaizen & IE improvement projects for 1M sq. ft. Whirlpool's distribution facility to reduce wastes, rework, cost and lead time, and improve operations productivity. Developed KPIs system to track operational and labor performance. Performed ABC and slotting analysis to optimize and improve products staging location and layout. Developed engineering standards and SOPs/audit process.

Industrial Engineer II at Baxter BioPharma Solutions

2003 - 2005 (2 years)

Planning Engineer at FedEx Express

2001 - 2003 (2 years)

Industrial Engineer at Riverside Seat Compay

2000 - 2000 (less than a year)

Skills & Expertise

Process Improvement

Lean Manufacturing

Logistics

Change Management

Inventory Management

Supply Chain Management

Continuous Improvement

Warehousing

Project Planning

Business Strategy

Education

Indiana Wesleyan University

MBA, Management, 2005 - 2010

University of Missouri-Columbia

BS, Industrial Engineering, 1997 - 1999

Chong Hwa High School

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[Contact Charine on LinkedIn](#)