



## VP of Global Operations

**EMPLOYMENT AGREEMENT:** Exempt

**ADVISOR:** CEO & President

### **PRIMARY CHARACTERISTICS:**

- **Principles:** Supports and models the company's principles that are identified in the Declaration of Belief and Direction Statement, in all areas of conduct and business.
- **Continuous Improvement:** Allow for creative thinking within the Operations team that seeks new ideas that lead to continuous improvement opportunities. Create and execute Lean and 5S plans and goals for Operations.
- **Leadership:** Leads with high integrity through servant leadership while upholding and modeling Reell's values.
- **Growth and Development:** Develop a strong Operations leadership team that serves its constituencies with excellence. Develop new opportunities for Coworkers to grow, combined with business growth that align with the company's strategic needs and objectives.
- **Professionalism:** Displays professionalism to all Reell constituents by the actions, attitudes and work style displayed. Displays appropriate professional dress.

### **KEY RESPONSIBILITIES:**

- **Leadership:** In a servant leadership manner, manage all global operations of the company (supply chain, quality, manufacturing and facilities). Lead by example and service with respect, demonstrating good listening skills. Develop leadership talent through clear communication of expectations, healthy accountability, coaching, mentoring, training, encouragement and recognition. Develop and nurture an effective succession plan for direct reports. Develop goals, performance reviews and growth and development plans of direct reports. Provide regular feedback on accomplishments for individuals and teams. Initiate and manage performance correction as needed, partnering with Coworker Services. Collaborate and provide meaningful input to other Reell senior and functional leaders. Provide updates to the Reell Board of Directors as requested.
- **Teamwork:** Contribute ideas and vision with energy and passion. Creates a positive, energizing, and rewarding environment for the global Operations Team. Effectively leads the overall operations team with cohesive team meetings, casting appropriate vision that supports the 5-year plan. Work closely with functional leaders, Coworkers, and other Reell constituencies including contract manufacturing partners, and suppliers to grow and develop them and to achieve broader corporate goals.
- **Supply Chain:** Responsible for all global supply chain of Reell. Work closely with the Global Sourcing Manager to develop and execute plans to support quality, cost, on-time delivery and necessary technologies to support product development. Promotes healthy relationships with Reell's supply chain partners.
- **Quality:** Responsible for all global quality at Reell. Ensures Quality System is compliant and meets business objectives. Works closely with the Director of Global Quality to develop and execute plans to achieve Reell's quality goals. Works closely with product development, production and supply chain to achieve external and internal goals and to exceed customer expectations.
- **Manufacturing:** Responsible for all global manufacturing, including contract manufacturing, working closely with regional production management to achieve corporate goals and customer satisfaction.

Coordinates manufacturing activities with all other functions of the organization to obtain optimum production and utilization of Coworker resources, equipment and facilities.

- **Facilities:** Responsible for US facility management to meet business needs while providing a safe, clean environment for Coworkers. Works closely with the facility manager to ensure business objectives are met.
- **Communication:** Excellent verbal and written communication skills across all areas of the global business, including the desire to listen to understand. This includes all forms of internal and external communication, including presentation skills, to all constituencies and business partners of Reell. Responsible to develop and nurture critical business relationships with customers, suppliers and other business partnerships through proactive and clear communications. Promotes excellence in communication in all aspects of decision-making and conflict resolution.
- **Strategic Planning:** Develops and implements the strategic business plan for global Operations (Manufacturing, Quality and Supply Chain) with focus on efficiency improvements, capacity and capability plans, standard costing models, globalization, and process excellence. Collaborate with the CEO to review achievements, propose necessary changes, and create strategies that will support future business growth. Develop annual operating plans and functional budgets for global operations. Create regional and global Operational strategies, goals, plans, and processes that support and enable the overall vision and business goals of the company.
- **Operational Costs:** Regularly review and analyze operations costs and assure that operations achieves or exceeds targets for cost, quality, delivery, and safety. Work closely and collaboratively with Reell's CFO to create and complete cost models for all work centers and functions in operations. Define and take action on cost improvement opportunities, looking to optimize Global Operations to meet or exceed customers needs while achieving cost, quality, and delivery goals.
- **Operations Activities:** Directs and coordinates global operational activities necessary to delight customers. Oversee and/or manages all external partners (contract manufacturers, suppliers, etc.) required to meet operational objectives. Coordinates manufacturing activities with all other functions of the organization to obtain optimum production and utilization of Coworker resources, equipment and facilities.
- **Continuous Improvement:** Develops continuous improvement plans for Global Operations to provide improvements in capabilities, customer satisfaction, quality, cost, delivery, and safety. Drive efficiency gains by utilizing various methodologies such as Kaizen events, Lean-Sigma tools and critical thinking while effectively incorporating ideas from Coworkers. Develop and monitor performance metrics in quality, cost, delivery and safety (QCDS).
- Other duties as assigned.

## **SKILLS REQUIREMENTS:**

- Listening with a desire to understand the other person
- Analytical Thinking and Problem Solving
- Technical Acumen
- Financial Acumen
- Industry and Technical Knowledge
- Leading through Vision and Values
- Ability to lead by example, and to provide transformational leadership of manufacturing, quality and sourcing functions to achieve significant improvements in operational excellence
- Deliver high quality products in a way that delights our customers
- Experienced in domestic and international customer requirements/relationships
- Ability to lead through ambiguity and/or uncertainty
- Skilled in "management by fact" and root-cause thinking
- Proficient in Microsoft Office software
- Understanding and appreciation of all cultural differences
- Lean/Six Sigma

## **EDUCATION AND WORK EXPERIENCE REQUIREMENTS:**

- Bachelor of Science degree in Engineering, Operations, Business, or other technical degree
- 10 years experience working in product development and manufacturing environment
- 5 years experience in operations leadership in a manufacturing environment
- 3 years experience in global operations management
- 3 years experience using ERP systems
- Citizenship and governmental clearance appropriate for residence and international travel
- Must have demonstrated experience in negotiations, contracts reviews, proposal generation, and representation to significant customers
- Experience in managing Quality Management Systems. Certification or compliance experience with ISO standards (ISO9001:2015, 14001, TS16949)

## **PREFERRED REQUIREMENTS:**

- Masters degree in Business, Engineering, or Operations
- Past experience leading a transformation of global operations
- Experience working with Chinese manufacturing operations
- Certifications (e.g. APICS, CPIM) in Operations Planning, Purchasing, Materials Management, or Scheduling
- Six Sigma certification through recognized corporate or industry program
- Negotiation and leadership of a minimum of two significant external operational partnerships
- Minimum 2 years leading Quality and/or Supply Chain functions

## **PHYSICAL REQUIREMENTS:**

- Domestic and international travel as needed to accomplish objectives. Minimum of four international trips per year should be expected