



JAGDISH DALAL

Seasoned Operations Leader offering over 26 years of diverse experience in Operations Management, Manufacturing Engineering, Quality Management, and Production Management, pivotal at steering complex operational challenges towards excellence; targeting a senior – level role in organization of high repute



jags_114@yahoo.co.in



+91 9766542583, 0832-2411100



www.linkedin.com/in/jagdishdalal/

CORE COMPETENCIES

- Operational Excellence
- Manufacturing Engineering
- Quality Management
- Lean Techniques
- Project Management
- Supply Chain Optimization
- Cost Reduction
- Team Leadership
- Strategic Planning
- Continuous Improvement

SOFT SKILLS

- Analytics
- Collaborator
- Communicator
- Problem-solving
- Innovator

EDUCATION

- **2008: MBA (Operations)** from Symbiosis, Pune
- **1997: Diploma in Mechanical Engineering** from Technical Board of Goa
- **1993: Matriculation** from Goa Board of Secondary Education

NOTABLE HIGHLIGHTS ACROSS THE CAREER

- Implemented Continuous Flow (Cell Designs) in Base Station in 2022, reducing space by 1400M2, improving productivity by 12%, and decreasing throughput time from 5 days to 2.5 days.

PROFILE SUMMARY

- Currently **monitoring a strong team of managers, engineers, supervisors, planners, and team leaders, ensuring operational excellence and employee satisfaction.**
- **Financial Acumen & Commercial Success;** proven track record of **achieving operational and commercial targets**, proficiently aligning production & supply chain strategies with organizational objectives, optimizing costs & enhance profitability through strategic planning.
- **Project Management Excellence;** Proficient in **managing complex projects, including technology transfers and global manufacturing consolidations**, with a keen focus on efficiency and timely delivery. Skilled in coordinating cross-functional teams to achieve project goals within record timeframes.
- **A dedicated practitioner of Lean methodologies**, driving continuous improvement initiatives to streamline operations, enhance productivity, and minimize waste. Skilled in implementing Lean techniques such as Value Stream Mapping, Kaizens & Cell Design to drive strategic solutions.
- **Quality Assurance Champion;** strong background in **designing and implementing robust quality systems to ensure adherence to highest standards** and minimize rejections. Proficient in analyzing customer concerns, leading quality planning initiatives, and resolving issues to ensure utmost customer satisfaction.
- **Strategic Planning & Execution:** Skilled in **formulating and executing operational strategies** to optimize capacity utilization, minimize inventory levels, and meet customer expectations. **Experienced in Sales and Operations Planning (SIOP) process** to synchronize sales forecasts, production capacity, and material planning.
- **People Leader;** Result-oriented leader with a mature approach, **fostering a culture of collaboration, innovation, and high performance within teams.** Proficient in managing diverse teams, providing mentorship, and driving employee development.

WORK EXPERIENCE

Since Dec'16 | Commscope India Pvt. Ltd. (Formerly known as Andrew Telecommunication)

Growth Path:

Dec'16 – Apr'20: **Manager Operations – Global Supply Chain – Microwave Antenna** → Since Apr'20: **Sr. Manager Operations – Global Supply Chain – Base Station Antenna**

Highlights as Sr. Manager Operations – Global Supply Chain – Base Station Antenna:

- Provided leadership for day-to-day operations of a \$120M Base Station antenna business unit, monitored all functions including demand planning, manufacturing, and supply chain.
- Directed Production, Quality, Planning, Process Engineering, Technical Training, and Continuous Improvement to meet organizational KPIs.
- Ensured customer satisfaction by establishing an S&OP process with Global demand planning, optimizing forecasting, capacity, and inventory management.
- Managed annual operational budget preparation, maintaining expense control to achieve conversion cost saving targets.
- Strategically managed Supplier Management, ensuring timely and reliable supply.
- Collaborated with the Sourcing team to develop a low-cost, local, and reliable supply chain.
- Accelerated new product speed to market through early engagement with R&D and Sourcing.
- Implemented Lean manufacturing techniques to drive cost reduction and sustain quality programs, fostering a culture of defect control.

Highlight as Manager Operations – Global Supply Chain – Microwave Antenna:

- Provided leadership support for the end-to-end value stream of the Microwave Antenna business unit, managing annual revenue of \$50M.
- Collaborated closely with Procurement & Sourcing to cultivate a local supply base, reducing reliance on imports.

- Achieved a cost reduction of \$2.9M by qualifying/building Base Station antennas in Goa and serving the European region, with 33 new models qualified in just 3 months.
- Executed cost reduction projects resulting in over \$1M in savings through increased labor productivity, reduced variable overhead (VOH) & lowered material costs.
- Successfully completed a technology transfer project from China to Goa for RF Filters in a record time of 13 weeks, covering shop floor build, raw material sourcing, recruitment, skill building, and reliability qualification.
- Implemented global consolidation of manufacturing, transitioning production from Brno Czech to Goa as the single global source for Microwave Antennas, increasing capacity to 25K antennas per month.
- Restructured a high-volume product line from Make-to-Order (MTO) to Make-to-Stock (MTS) strategy, improving business flow & responsiveness to customer demands.

TRAININGS

- Cell Design – CCF from Kaizen Institute
- 7 habits of Highly Effective People
- Lean immersion by Lean horizons consultants - USA
- MAP – Managing at Pentair – Personnel Development Inc. – USA
- MDP – Managerial Development Program – IIM – Lucknow
- Lean manufacturing – Simpler Consultants
- ASME Sec 'X' – HSB International
- Six sigma white belt training
- ASME Sec X requirements for Filament Wound Pressure Vessels
- ISO 9001: 2000 requirements for shop floor.

PERSONAL DETAILS

Languages Known: Hindi and English

Address: FF-403, I – BLK, Prabhu Residency Gold, Succor, Porvorim Goa, 403501

- Drove and sustained a Quality Program, fostering a culture of defect measurement, monitoring, and control on the shop floor.
- Implemented Lean manufacturing techniques to drive cost reduction in Production Efficiency, Footprint optimization, and Shipping Cost through Container Optimization.
- Aligned priorities with the home base team in Scotland, ensuring cohesive efforts towards organizational goals.
- Developed and trained staff to ensure high skill levels, fostering teamwork, maintaining morale, and positive attitudes to achieve high customer satisfaction.
- Directed Production, Planning, Process Engineering, and Technical Training to meet organizational KPIs, ensuring customer satisfaction through on-time delivery and lead time management via S&OP processes.
- Managed tight cost control on expenses and proposed CAPEX requests for global projects in the annual operational budget preparation.

Since Mar'03 | Pentair Water India Pvt. Ltd.

Growth Path:

Apr'14 – Dec'16: **Manager – Manufacturing** → Apr'12 – Mar'14: **Manager - Master Scheduling** → Apr'08 – Mar'12 : **DY Manager Manufacturing** → Apr'05 – Mar'08: **Sr. Process Engineer - Manufacturing** → Mar'03 – Apr'05: **Engineer (Quality Assurance & Product Dev.)**

Highlights as Manager – Manufacturing:

- Directed SQDC matrix oversight, achieving unparalleled OTTCR and OTTFP/OTD performance across product lines.
- Revolutionized Production, Planning & Control, optimizing WIP Control and driving Labor & Cost productivity improvements YOY via LEAN Tools.
- Led VSM initiatives and Kaizen events, crafting visionary Future State plans and fostering continuous improvements.
- Implemented Standard Work protocols, enhancing efficiency and workflow management while eliminating waste.
- Enforced rigorous Rejection/Rework controls, ensuring strict adherence to ISO & industry norms.
- Administered precise Cost control and comprehensive Cost of Quality analyses, driving improvements in FTY and RTY.
- Elevated LEAN Score plant performance through strategic lean initiatives aligned with Pentair's model.
- Proficient in material reconciliation and SAP Module utilization for seamless operations.
- Ensured strict compliance with OSHA and safety norms, fostering a culture of safety excellence.

Highlights as Manager - Master Scheduling:

- Spearheaded the interface between Sales and Operations to optimize capacity utilization and minimize inventory levels, ensuring seamless alignment with customer demand through the release of Master Production Schedules.
- Directed the Sales, Inventory & Operations Planning (SIOP) process, collaborating closely with Sales leaders to enhance plant utilization & inventory control, while driving a customer-first approach.
- Provided critical input for Material Planning, including Raw Material forecasting, and facilitated Capacity and Resource Planning to support operational efficiency.
- Championed a Customer First Approach, guaranteeing responses to customer inquiries within two working days, and consistently meeting their demands.
- Managed and drove Make-to-Order (MTO) and Make-to-Stock (MTS) scenarios, maintaining optimal plant delivery lead times to meet customer expectations.

Highlights as Engineer (Quality Assurance & Product Dev.):

- Led comprehensive inspection processes from Incoming to Final, ensuring quality control through meticulous control plans.
- Implemented effective Rejection and Rework Control strategies, swiftly addressing issues with RCCM to maintain high FTY critical for customer satisfaction.
- Conducted VOC analyses, driving process changes to align with customer needs & enhance satisfaction.
- Managed Calibration Control for inspection tools, ensuring accuracy & reliability in quality assessments.
- Monitored coordination of First Article Reports and third-party inspections, maintaining compliance with stringent standards like ASME Section X.
- Established SOPs & upheld document control standards, ensured consistency & reliability in operations.
- Drove cost reduction through Product Design Optimization and VAVE initiatives, while meeting quality and customer expectations.

PREVIOUS WORK EXPERIENCE

Mar'98 – Sep'98 | TATA Infotech Ltd., | Quality Inspector

Sep'98 – Mar'03 | PHIL Corporation Ltd. | Officer (Quality Assurance)