

SENIOR MANAGEMENT EXECUTIVE

~ Operations Management ~ Product Development ~ Total Quality Management ~
~ Project Management ~ Performance Excellence ~ Sales ~ Lean Six Sigma ~

- **Record of strong, decisive, executive leadership** for a national corporation with over \$1.3 billion in revenue and recipient of the Malcolm Baldrige National Quality Award. Recognized for a sound, practical, management style balancing client satisfaction with financially driven strategies.
- **Results-proven, growth-oriented leader** with repeated success across multiple disciplines, building shareholder value and achieving critical, strategic goals. Established successful new business integration process.
- **Dynamic change agent skilled in repositioning organizations** to achieve operational, manufacturing, and quality excellence. Delivered dramatic improvements to operations, product development, quality, and financial performance by leading projects with sound Six Sigma tenets, Lean Manufacturing, and client focused objectives.

Summary Achievements

~ Deployed a Six Sigma discipline with a major client to implement fact based measurement and performance tracking
~ Established formal load process for new clients that encompassed all lines of business
~ Successful project manager of multiple cross-functional teams

PROFESSIONAL EXPERIENCES:

Harland Clarke Corporation

06/90 - Present

National provider of consumer and commercial products and services to the financial services industry.

Director, Performance Excellence

Personally selected by CEO to lead and manage cross-functional teams for the successful implementation of business related goals and solutions with respect to the merger between John Harland Company and Clarke American Inc. Provide leadership that greatly improves efficiency and communication through joint planning sessions, scorecard metric definition and reporting and information technology project coordination. Improve organizational and client performance by building corrective action plans based upon client feedback and statistical analysis to assess company performance against contractual Service Level Agreements.

Direct Lean Six Sigma and quality processes pertaining to all aspects of business relationships with our largest client which represents over \$200M in annual revenue.

Project Manager responsible for merging over 3,500 clients onto a new mainframe.

Advise \$20M Marketing Services line of business on embedding quality procedures and principles into their new client set up and change control processes.

Improved client satisfaction by 12%, increased total order cycle time within six days to over 92%, and reduced internal and external cost to serve through leadership of multiple client Green/Black Belt project teams.

Manage annual goal deployment planning cycle and action plans for all sales divisions.

Director, Business Development / New Products and Solutions

Promoted to lead a cross functional team that incorporates sales, marketing, manufacturing, and information technology to meet the needs of brokerage firms and their high end customers. Utilized visionary leadership to load a new \$1M client in a record five week period.

Managed \$12.5M territory and three National Account Sales Managers.

Improved gross margins by an average of four percentage points through redesign of existing products.

Added \$700,000 in annual revenue and satisfied client requirements for value added products and services.

Saved over \$50,000 annually and increased delivery margins for our products by improving delivery performance and automating the ordering process for overnight package to Post Office Boxes.

Implemented bi-weekly Solectron-based Satisfaction Index throughout the division.

Operations Manager

Managed new business load teams following successful acquisition of new partnerships. Implemented expense oversight team which analyzed corporate allocations against established budgets, and implemented corrective actions when financial targets were not met.

Managed over \$47M in new business, and established a formal load process that encompassed all lines of business.

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Achieved \$1.6M in savings as identified through continuous improvement and Lean Engineering opportunities within the manufacturing and servicing processes.

Improved client satisfaction to over 95% by Developing and implementing a new Project Satisfaction Measurement Plan. Managed Total Quality Management of all project teams.

Coordinated the development, implementation, and support of the manufacturing planning process to ensure completion of key projects.

Regional Quality Assurance Manager

Directed quality departments across five regional manufacturing locations. Managed a collaborative team, and their activities, to identify and eliminate problems detrimental to the production process.

\$1.0M in savings through leadership of a team that coordinated conversion of regional production facilities from offset to digital printing technology.

First Region to sustain internal spoilage under 1%.

Implemented Statistical Process Controls in Order Entry and Production Line.

Chosen to monitor and report on performance of new, automated mail sorting equipment. Resulted in equipment being certified after specific modifications based upon review and recommendations to improve certain aspects of the machinery.

Certified as a trainer for corporate quality program.

United States Army

05/84 - 06/90

Promoted to increasingly challenging positions with higher responsibility in a battalion that augmented the Rapid Deployment Force stationed at Fort Bragg, NC.

Platoon leader for rapid deployment, communication team for Commander, XVIIIth Airborne Corps.

Human Resources Manager responsible for over 700 personnel.

Managed a maintenance program for 200 vehicles and 150 communication systems. Saved US Army over \$250,000 in one year through creative repair parts replacement program through Property Disposal Program

Managed a property control program for more than \$125 million of equipment.

Held a Top Secret Security Clearance.

Earned Senior Jumpmaster Qualification.

EDUCATION

Bachelor of Science, General Engineering (Computer Science), United States Military Academy, West Point, NY, 1984

Six Sigma Greenbelt Certification, Central Piedmont Community College, Charlotte, NC, 2005