

RANDALL D. MATTHEWS, CSSBB

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SUMMARY

A **quality, project, continuous improvement, six sigma, operations, ISO, and process** leader with extensive experience and unprecedented accomplishments in achieving results that directly impact key performance indicators. Led quality and operational teams and employed project and process management methodologies to maximize product quality, business operations, efficiencies, and profitability. Core strengths include:

- ✓ Versatile leader and manager of diverse quality teams across multiple geographic locations.
- ✓ Develop and initiate business opportunities through process improvement and controls with emphasis on company objectives and priorities through ISO, Lean, and Six Sigma principles.
- ✓ Impeccable record of motivating high-performance groups that drive quality and slash costs.
- ✓ Substantial project management skills for complex projects and implementations.

SIGNIFICANT ACHIEVEMENTS

- ✓ Six Sigma Black Belt project resulting in a \$737K annual waste reduction.
- ✓ Product flow improvement generating \$173K annual labor savings.
- ✓ Two ISO 9001 Quality Management System (QMS) implementations, each in less than 15 months.
- ✓ Obtained highest tier supplier certification through SPC process implementation with the largest customer.
- ✓ Refurbished products to prevent lost sales, saving \$550K annually in first-time sales.

EXPERIENCE

KONTOOR BRANDS, Greensboro NC

2019 – Present

New Product Quality Planning Manager

- Liaison with commercial/product design and manufacturing, to ensure new products are planned and produced at expected quality and design levels.
- Developed teams to evaluate the risks of new products and mitigate risks to ensure successful products.
- Developed KPI to facilitate continuous improvement and organizational understanding of performance.

RALPH LAUREN CORPORATION, Greensboro NC

2006 – Nov. 2018

Senior Manager Quality Control / Senior Project Manager

2014 - Nov. 2018

- Managed Quality departments for 4 distribution centers covering Women's, Men's, Children's, Footwear, Accessories, and Home products serving the Western Hemisphere.
- Obtained Acceptable Quality Limit (AQL) goals of <3% through continued brand management engagement.
- Established a statistically random selection process to effectively acquire testing samples that correlated with statistical audits of highest performing global suppliers.
- Implemented a refurbishing process for defective home products realizing quarterly savings of \$138K through the reduction of lost sales.
- Directed field manager and team for near shore suppliers in Columbia and Peru. Through coaching and support of weekly corrective actions reached quality goals for products and processes.

Project Manager for Global Manufacturing and Sourcing

2006 - 2014

- Partnered with and facilitated brand management team initiatives in defining and successfully eliminating root causes in multiple projects through Six Sigma methodologies.

- Transitioned Global Manufacturing procedures and Quality Guidelines for garment brands to a standardized publishing software for real-time access by all global suppliers and Ralph Lauren global brand support teams.
- Developed and implemented SOPs for the global testing database in conjunction with assigning care labels for Western Hemisphere.

UNIFI, INC., Reidsville NC

2001 - 2006

Six Sigma Project Manager / Dyed Division

2002 - 2006

- Directed IE studies of processes and machinery to profitably guide facilities with improvements to the labor force, machinery modifications, and related process system improvements and product flows.
- Facilitated cost reduction plans through managed pay rates, fiscal budgets, and reliable project and process cost justifications.
- Obtained estimated savings of \$737K annually with a six sigma black belt cross-functional team project for reducing tangled production, resulting in 5% more first quality yield.
- Realized savings of \$200K annually through additional green and black belt projects.
- Coordinated and selected green belt projects for 2 manufacturing facilities consisting of approximately 500 associates.
- Established controls to maintain improvements gained from successful capital and expense projects.
- Achieved fast-track promotion, originally hired as **Process Improvement Manager** (2002), following company merger with Glen Touch Yarn Co.

Project Coordinator

2001 - 2002

- Compiled and coordinated financial production and efficiency efforts for facility management reporting.
- Coordinated IE projects and the maintenance of the ISO 9001 QMS throughout the facility.
- Facilitated and trained all levels within the facility to implement an informal auditing process, manage a corrective action system, and document the facility quality procedures.
- Directed the facility, as a subject matter expert, through three registrar surveillance audits, resulting in the re-certification of the facility's (QMS) quality management system.

EDUCATION

Bachelor of Science in Textile and Apparel Management, North Carolina State University, Raleigh NC
Minor in Business, Concentration in Yarn Manufacturing

CERTIFICATIONS / LEADERSHIP DEVELOPMENT / TECHNICAL SKILLS

Six Sigma Black Belt Certification, NC State University
Six Sigma Training Course, NC State University
ISO 9000:2000 Revisions Update, NC State University
ISO 9000 Certified Lead Auditor Training, NCSU
Facilitative Leadership, Unifi University
Leadership Intensive Training, Staub Leadership Consultants
Kaizen College Lean Manufacturing Training, Collins & Aikman

Quality Process Team Facilitator Training, PTI Management Associates, Inc.
Basic Statistics for Understanding & Implementing Statistical Process Control (SPC), Quality Associates, Inc.
Speaker at Clemson University Conference on Implementing Global Quality Standards: The ISO 9000 Standards, a Different Perspective
FIRST Robotics Competition (FRC), Coach Team 2655 (10 years) (mentor 12 years)
Serving on FRC team 501c3 Board for last 11 years

SKILLS & COMPETENCES

MS Office tools; Excel, PowerPoint, Word, Visio, MiniTab, FrameMaker, Oracle Purchasing, Inventory, BOM/Routing, ISO 9001, ISO 9002, AQL Processes, MIL-STD 105E, ISO 17025, Global Manufacturing, Strategy & Thought Leadership, ISO, Teams, Change Agent, P&L Management, Supply Chain Operations, Manufacturing Processes, Operational Efficiency, Executive Consulting, Cost, Waste, & Time Reductions, Business Transformation, Conflict Resolution, Leadership Development, & Mentoring, (SPC) Statistical Process Control, Process Improvement,