

# KATHY TURNER

30000 George Lane  
Houston, TX 78888

linkedin.com.in/kathyturner

972-541-5555  
kathy@earthlink.net

## MANUFACTURING PROCESS EXECUTIVE

### ~ Global Experience Enhancing Processes and Reducing Costs at IBM and Dell ~

12 years of progressive experience managing worldwide capacity planning and supply chain optimization. Accomplished in use of optimization models to determine least cost facilities and logistics while maximizing customer experience. Superior leadership skills, practiced in directing cross-functional global teams to design and deploy manufacturing best practices. An accomplished speaker and author with excellent interpersonal and communications skills, business conversant in Japanese.

#### CAREER SNAPSHOT

- **Reduced capacity planning cycle time 38% and Cost Per Box by 15%**
- **Eliminated \$761M in global supply chain costs**
- **Delivered \$422M in cost savings through productivity improvements**
- **Slashed headcount 65%, production space 40% and scrap 20%**

#### Proven areas of expertise include:

- New Product Introductions
- Process Development/Improvements
- Multi-Site Project Management
- Design for Manufacturability
- Process Development & Integration
- Global Capacity Planning
- High Volume Manufacturing
- Supply Chain Optimization
- Process Budgetary Planning
- Performance Metrics
- Lean Manufacturing
- Supplier Qualification
- International Operations
- Phase Review Process
- Product Launch Factory

## PROFESSIONAL EXPERIENCE

### DELL COMPUTER ~ DALLAS, TX

MAY 1996 – PRESENT

Earned fast track promotions based on producing superior results. Delivered multi-million dollar cost savings through development/deployment of corporate best practices in support of improved manufacturing processes.

#### DIRECTOR, WORLDWIDE OPERATIONAL STRATEGY ~ MAY 1999 – PRESENT

Founded this group, its mission and staffed the department to provide worldwide Operations with global long range capital capacity planning and supply chain optimization to determine next manufacturing sites within 3 regions (Americas, Europe, and Asia). Used optimization models to determine worldwide roadmaps for the Process Design, Facilities, Procurement, and Logistics organizations. Managed 4 teams including Quality, New Product Introduction, Capacity Planning, and Process/Continuous Flow.

- Reduced capacity planning cycle time 38% from 39 to 24 days while increasing plan coverage to include in-bound and out-bound distribution capacity.
- Reduced Depreciation/Direct Labor/Facilities CPB (cost per box) by 15% through analysis and management of global production line and facility additions to increase manufacturing capacity.
- Eliminated \$761M in global supply chain and improved customer satisfaction through leadership of three project teams using network optimization models to refine the Business Model.
- Acquired i2 Supply Chain Strategist and Simulation Modules reducing optimization model runs from 30 hours to 7 seconds each.
- Evaluated feasibility of new China manufacturing site and identified \$420M in cost savings by continuing to serve Japanese market through Malaysia factory.

**STRATEGIC BUSINESS MANAGER, WORLDWIDE PROCESS TECHNOLOGIES ~ JAN 1998 – APR 1999**

Developed strategies and prepared business cases to provide cost reductions and improved manufacturing processes/productivity through analysis of worldwide locations, facilities, and technologies.

- Co-managed 90+ member cross-functional team of sales, operations, and logistics personnel. Analyzed complete order fulfillment cycle and produced 56% cycle time reduction by applying continuous flow principles.
- Awarded 1999 Productivity award for delivering \$422M in cost savings.
- Designed Phase Review Process for process design projects creating consistent and effective methodology.
- Analyzed proposed Workstation Manufacturing facility saving \$880K through reuse of existing designs.

**PRODUCT ENGINEERING MANAGER, DIMENSION ~ Dec 1996 – Dec 1997**

Promoted to oversee complete engineering of Prolific line, company's consumer desktop model. Managed staff of 9 engineers and technicians to support new product introductions of desktops, peripherals, BIOS, and diagnostics into multiple factories. Became first Line of Business to release Design for Manufacturability guidelines providing Engineering with clear specifications to minimize factory changeover.

- Managed pilot lab, tool design and machine shop areas to prototype manufacturing process in support of all lines of business including desktops, portables, and servers.
- Established new cross-departmental product introduction metrics for benchmarking development process. Monitored performance in support of Continuous Improvement.
- Restructured tool design and fabrication process reducing documentation cycle from weeks to days.

**PROGRAM MANAGER ~ APR 1993 – DEC 1996**

Recruited into firm to build infrastructure and document manufacturing processes for new product introductions. Accountable for new product introductions of Preplex model, company's flagship corporate desktop product, into Texas manufacturing facility.

- Led cross-functional team consisting of product engineering, manufacturing engineering, operations, quality assurance, production control, test engineering, and electro-mechanical repair to develop corporate best practices for new product introductions into manufacturing.
- Prepared Manufacturing Readiness plan for product launch including capacity plan and targeted performance metrics. Collaborated with manufacturing and engineering departments Produced final document in 2 months.
- Directed product development activities and met all product launch deadlines.

**IBM ~ SUNNYVALE, CA****SEP 1986 – FEB 1993****MANUFACTURING ENGINEER**

Introduced new products and processes into Sunnyvale and Ireland manufacturing facilities. Involved in supporting both electro-mechanical and printed wiring assembly manufacturing processes using JIT, DOE, and SPC principles.

- Automated electro-mechanical assembly process in clean room environment using robotic work cells, reducing headcount requirement 65%, production space 40%, and scrap 20%.
- Introduced CO2 laser marking of printed circuit boards, reducing labeling cost 55% and total process cycle time 10%.

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**EDUCATION & AFFILIATIONS**

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- Arizona State University, B.S. in Industrial Engineering
- Women in Technology International
- Society of Women Engineers
- Stanford University, M.S. in Industrial Engineering
- Institute of Industrial Engineers, Senior Member
- Who's Who in Science and Engineering