

RAGESH GOVENDER

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PERSONAL STATEMENT

Technically astute **ISO 9001 Quality Assurance & Production Technician**

Resilient and versatile with a wealth of experience in the manufacturing and machining of precision products and tools for the *Engineering, Forestry, Motor, Mining and Aerospace Industries* being a production manager and technical advisor/sales manager, administrative lead and customer champion.

I am seeking the opportunity to utilize my skills, knowledge and experiences as a catalyst for business growth whilst developing new skills and experiences, in a challenging and rewarding role

KEY SKILLS

Quality Assurance • Customer Satisfaction • Emotional Intelligence • Continual Improvement • Analytical & logical thinking • Risk Analyses • Proactive • Team player • Empathy • Leadership & Supervisory • Production planning • Self-motivated • Calm • Multitasking and time management.

IT SKILLS: Microsoft Office • CAD • SAP B1 • CRM • Pastel • Maxim.

QUALIFICATIONS

- ISO 9001/14001:2015 Quality & Environmental Management Systems Internal Auditor (June 2017)
- ISO 9001:2008 Quality Management Systems Auditor (March 2009)
- Production and Time Management Skills (March 2011)
- AutoCAD 2016 Essentials (May 2017)
- NTC/NQF4 Engineering Studies. Turner Machinist (April 2000)

DETAILED EXPERIENCE

Quality Assurance Technician

Nov 2019-June 2020

Gamman Industrial Componentry (GamminCo) Tauranga, NZ

<http://www.gamminco.co.nz>

Successfully implemented and gained ISO.9001:2015 accreditation and certification.

Responsibilities:

- Total Quality management to ISO 9001 requirements, including the maintenance of ISO certification, Internal/external audits, resolving all areas of non-conformance and document control.
- Conduct root cause investigation and risk management analysis at management reviews.
- Drive and execute continuous improvement, Corrective actions, control plans and GMP (PDCA, STAR...)
- Initiated and implemented structural processes such as, design documents, CAR's, NC's, inward goods inspection and QA documentation and registers, approve CNC programming and fabrication drawings.
- Program and operate Coordinate Measuring Machine (CMM) First and final inspections.
- Ensuring product, materials and environmental safety and compliance is adhered to.
- Quality liaison to all customers and suppliers. (includes NC's and corrective actions)
- Proactively initiated the role of tooling procurement, applications engineering to support production planning and CNC machining.
- Quality inspection of machined and fabricated products.
- Customer Satisfaction.

Quality and Technical Manager

Sep 2005 – April 2019

Guhring Cutting Tools (Pty) Ltd (German subsidiary, tungsten carbide tooling manufacturer)

<http://www.guhring.co.za/> or <http://www.guehring.de>

Over the 14 years at Guhring, I have been offered and initiated many successful opportunities that contributed to the growth and progress of the company. I gained extensive knowledge and understanding of business, from CNC programming & machining, production management and planning to the quality and technical manager. Responsibilities had often overlapped whilst maintaining the effective responsibilities of the Quality Manager role. I have built strong relationships with colleagues and customers; distributors, suppliers and stakeholders.

Quality and Technical Management Responsibilities:

- Total Quality management to ISO 9001 requirements, including the maintenance of ISO certification, Internal/external audits, QA inspections and resolving all areas of non-conformance and reporting.
- Implemented processes and procedures throughout the organization linking departments efficiently.
- Managed document control including engineering drawings to standard and bespoke specifications.
- Bespoke project coordination and management, improved customer satisfaction.
- Root cause investigation and risk management analysis.
- Drive and execute continuous improvement and lean manufacturing, using PDCA, STAR and 8D corrective action reports. Obtain KPI's, objectives and targets.
- Manage process of work instructions and production planning ensuring Good Manufacturing Practice(GMP)
- Responsible for Customer satisfaction and customer corrective actions.
- Manage the administration team, included internal sales and procurement, manage suppliers.
- Technical/Applications adviser to sales, production teams and to customers. (Product knowledge)
- Technical Area Sales management (Sim to Auckland) (02/2014 to 2019).
- Responsible for Distributor sales targets; discount structures and evaluation of the distributor's product knowledge. Distributor training and after sales support at their customers. (Commercial experience)
- Production manager and planning, operator training, and lead advisor to maintenance team. (2008 to 2014)

Guhring Timeline:

- CNC Programming and machining (including staff training) (08/2005 to 02/2008).
- Production Management (2008 to 2014 –production planning and process organization) (12 reports)
- Quality Assurance – ISO implementation, QA inspections, NC's and CAR's, etc.(2008 to 2009).
- Quality Manager (2009-2019). (3 reports) maintain ISO, risk analyses, KPI's, continuous improvement etc.
- Bespoke tool design and create production/engineering drawings - AutoCAD. (2010-2019).
- Support to production manager (planning), CNC machinists and maintenance (2014-2019). (14 reports)
- Administration and procurement manager (2013 to 2015). (6 reports)
- Technical Sales Manager (KZN region) (management of distributors and OEM's and Tier 1) (2014-2019).

Achievements:

- Successfully implemented and maintained ISO accreditation without fail from 2007 to 2019.
- Established efficient production processes since 2008 which is still being utilized presently.
- Established solid working relationships with key OEM & tier 1 customers. (major industries)
- Product training to production and sales teams, (Shared knowledge to encourage team upskilling)
- People and customer champion (relationships, empathy and emotional intelligence)

Turner Machinist and Maintenance Technician

May 2004 – Sept 2005

Lexmor Precision Engineering CC

Responsibilities:

- General engineering, Fitting, turning and milling.
- Mechanical maintenance and repair of general FMCG machinery.
- Tool & Cutter grinding of special cutting tools. (Cylindrical, Centre-less and Surface grinding)

Achievements:

- Secured new business with existing clients, for the manufacture of new parts (e.g. introduced the production parts for vehicles' air conditioners – manufactured on capstan lathes. Volumes were at 10 000 pieces per month).
- Introduced new methods to increase production volumes at same costs, thus increased profitability (e.g. machined steel bushes on CNC with 2 simultaneous cuts, with faster parameters – decreased cycle times by +30 seconds per part. At 5000 parts per order – increased productivity by +8%.

Supervisor - Turner Machinist/Tool & Cutter Grinder

May 2001 – April 2004

Element Six Advanced Diamond

<https://www.e6.com/>

Responsibilities:

- Involved in successfully establishing a new department -Chisels & Bullets.
- Grind Tungsten and diamond to extremely small tolerances.
- Centre-less grinding; cylindrical grinding; surface grinding, turner machinist
- Daily production planning for weekday and weekend shifts (3 shift system)
- Report to management on KPI's, productivity, staff performance.
- Supervise and upskill a team of 6 reports.

Achievements:

- Achieved most productive department within the first 12 months of full production- 124% (2003).
- Achieved most profitable department in the first 24 months. Cost to profit margins at 108% (2004).
- As a team, achieved 110% production performance (top performance out of 5 departments).

Workshop Supervisor/Turner Machinist

June 2000 – May 2001

J&D Engineering

Responsibilities:

- Supervised team members of 10 – (work planning, Coaching and upskilling) (Machining and Fabrication)
- Fitting, Turning and Milling (general to heavy) – plastic extrusion moulds, jigs and dies.
- Assist with coordination of projects from the design to allocation of methods - to produce steel moulds or dies, for a key plastic extrusion and packaging customer.
- Cylindrical and Surface grinding
- Machine mechanical maintenance

Achievements:

- Introduced a three start travel screw (ball screw) for a 2 ton cooling tank, quicker movement of the tank. To cool the extruded plastic pipe. Previously standard threaded rods were used (2000)
- Successfully relocated plant and re-organizing production lines for partnership with key plastic extrusion and packaging company.

Turner Machinist/Tool & Cutter Grinder

April 1996 – May 2000

Professional Sharpening Services

Responsibilities:

- Fitting, Turning and Milling (medium to heavy)
- Tool and Cutter Grinding; Centre-less grinding; cylindrical grinding and surface grinding
- Working autonomously allowed me to develop time management and planning skills.
- Use this experience and platform in preparation for my NTC/NQF4 Trade Certification.

REFERENCES

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