

Né le 04/03/1984

Beirut

Plus de 10 ans d'expérience

Réf : 250327235206

Business excellence manager

Ma recherche

Je recherche tout type de contrat, dans toute la France, dans le Batiment.

Formations

09/2008 : Master's Degree à University of Reims - France

Masters in Agro biotechnology

06/2006 : Bac à Saint Joseph University- Lebanon

BS in Biology

Expériences professionnelles

05/2012 - à ce jour :

Business Excellence Manager chez Butec Utility Services

* Compliance & Quality:

- Managing the Implementation of the company's Quality Management systems
- Developing company's policies and procedures and continuously updating them
- Responsible of communicating, facilitating and training all stakeholders on company's policies and procedures
- Planning and managing the internal audit and compliance while taking needed actions and measures were needed
- Identifying risks and trends and taking appropriate action to minimize, mitigate or eliminate them
- Developing and driving continuous improvement initiatives related to Quality, operational and organizational systems
- Effectively deploying project resources and guidelines to ensure high quality and consistency of deliverables in close partnership with cross-functional stakeholders
- Regularly updating Senior Leadership on progress, milestones and results
- Steering and facilitating discussions with cross-functional stakeholders to ensure adequate and timely alignment on proposed directions.
- Liaising with process stakeholders to implement the Quality procedures improvements
- Handling Internal and external complaints and Non-Conformities
- Identifying and measuring KPIs to ensure internal compliance
- Regularly monitoring and updating Operational, Performance and KPIs Dashboards
- Making sure that the Quality standards are clearly set up and communicated within the company and to all the third parties.
- Leading and facilitating discussions with cross-functional stakeholders to ensure adequate and timely alignment on proposed directions
- Driving and facilitating data accuracy projects with respective cross-functional stakeholders
- Updating the senior leadership meetings on company targets, progress, milestones, results and actions taken to correct deviations
- Leading resource allocation projects and scenarios to achieve the desired targets within the required quality
- Independently managing senior stakeholder groups, establishing solid working

relationships and steering communication related to quality, audit and compliance.

* Health and Safety:

- Managing the Implementation of the Health and Safety management system.
- Responsible of the Safety procedures and improvements.
- Following up on all Safety standards to ensure they are clearly set up and are communicated within the company and to all the third-party subcontractors.
- Responsible of Conducting Risk & Hazard Assessments.
- Responsible of Conducting Site Inspections, HSE Audits & Accident/Incidents Investigations.
- Identifying risks and trends and taking appropriate action to minimize, mitigate or eliminate them.
- Monitoring and assessing the work of third-party contractors.
- Enforcing timely corrective action where improvements are required.
- Managing team workload and prioritizing it according to risk and importance.

* Project Management:

- Responsible of collecting, recording, collating and then analyzing data.
- Managing KPI, Metrics, Lag/Lead, Project & Progress Reporting.
- Committee and Senior Management Representation.
- Responsible of developing project management standards and best practices and communicating them across all departments.
- Responsible of work allocation, training and problem solving
- Responsible of performance evaluation
- Making sure that all projects are proceeding according to timelines, meeting targets and expectations, and adhering to established operating parameters;
- Responsible of negotiating changes in project resources as necessary to achieve objectives and timelines.

* Training:

- Responsible of developing, updating and delivering a yearly training schedule to ensure that all staff are appropriately trained to meet their job requirements.
- Conducting Quality, Safety and Customer Services trainings.

* CRM:

- Designing, developing and implementing the CRM software to manage the customer's various interactions with the company.
- Designing, developing and implementing the Cost Control and Warehouse Softwares.

12/2011 - 05/2012 :

Quality Manager Consultant chez Tannourine S.a.l

- * Implementing ISO 22000:2005
- * ISO 22000 Internal/external audits.
- * Handled all Customer Complaints and Fleet Control.
- * Handled all laboratory tests (raw materials & end products).
- * Handled products' Quality and Safety from springs to end consumer.

03/2010 - 10/2011 :

Quality Manager chez Tanmia S.a.l

- * Implemented ISO 22000:2005
- * ISO 22000 Internal/external audits.
- * Safety Champion.
- * 5S Champion (Internal audit).
- * Handled all Customer Complaints and Fleet Control.
- * Handled all laboratory tests (raw materials & end products).

* Handled products' Quality and Safety from farms to fork.

Langues

Arabe (Oral : courant / Ecrit : intermédiaire), Anglais (Oral : courant / Ecrit : intermédiaire), Français (Oral : courant / Ecrit : intermédiaire)

Atouts et compétences

5S, internal audit, audit and compliance, Audits, Biology, biotechnology, Business Excellence, partnership, continuous improvement, Assessments, Certified ISO 9001 Lead, corrective action, CRM, CRM software, Customer Service, Customer Services, Dashboards, data accuracy, external audits, ISO 22000, ISO 9001, laboratory tests, Cost Control, management system, Metrics, NEBOSH, Health and Safety, OHSAS 18001, Safety standards, performance evaluation, Progress Reporting, Project Management, project management standards, Quality Management systems, Quality standards, raw materials, Investigations, resource allocation, Risk, Safety procedures, Safety, Site Inspections, stakeholders, Warehouse, subcontractors