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SUMMARY

A manufacturing and operations management professional who has consistently achieved or exceeded goals associated with cost, productivity and income improvement. Demonstrated by:

- Improved annual income an average of \$500,000 over the past ten years through the use of continuous improvement methodologies, such as Lean Manufacturing for breakthrough improvement.
- Designed and implemented work team structures in four organizations to optimize the management of daily operations and to drive continuous improvement with a specific focus on productivity enhancement and waste reduction.

In-depth leadership skills and experience with:

- Continuous Improvement
- Strategic Planning
- Domestic / International
- Union / Non-union

EDUCATION

CALIFORNIA POLYTECHNIC STATE UNIVERSITY, San Luis Obispo, California
BS Graphic Communications, Printing Management Option

LAKE FOREST SCHOOL OF MANAGEMENT, Lake Forest, Illinois
One-third of MBA program completed with 3.9 GPA prior to promotion relocation

PROFESSIONAL EXPERIENCE

CORPORATE EXPRESS DOCUMENT & PRINT MANAGEMENT, Lenexa, KS **2005 - 2006**
With annual revenues of \$7 billion, provides business-to-business office products to 90% of Fortune 500 companies. CEDPM offers a complete array of business forms, direct mail and label printing solutions. Corporate Express, a Burhmann Company, operates throughout North America and Europe.

Plant Manager

Hired to turn around manufacturing operations from a revenue and profitability perspective. Accountable for Production, Customer Service, Computer Services and Logistics functions within CEDPM's only direct mail processing facility.

- Redesigned departmental processes and improved production efficiencies in preparation for a \$1.5 million cost recovery improvement in 2006.
- Developed an operations plan that resulted in corporate support of a \$4.8 million investment in ten Pitney Bowes FlowMaster inserting systems and three Nipson imaging systems, allowing annual revenue to grow from \$18 million to \$28 million.
- Hired and trained eight management and 40 hourly associates in 120 days in support of new volume, increasing Manufacturing staff to 178 associates.

ADVO, Inc. **2002 - 2004**
America's largest full-service targeted direct mail marketing company with annual revenues of \$1.2 billion, ADVO meets the business needs of over 23,000 clients each year through the ShopWise brand value coupons and is the sponsor of America's Missing Child Card Program.

Branch Director of Operations, Florence, Kentucky, 2003-2004 / Newark, California, 2002-2003
Accountable for meeting the P&L and operations goals of two \$65 million production facilities with \$10 million operating budgets, each employing 100 operations associates in the production, quality assurance, transportation, warehouse and maintenance functions.

- Provided all strategic, organizational, planning, and financial management guidance for Operations.
- Served as the interface with company leadership and sales, external suppliers, printers and the USPS.
- Demonstrated skills in cost management to target through initiatives such as the implementation of a new production staffing model that reduced overtime labor cost by 40%.
- Restructured the Operations management teams in first three months in both branches to establish a singular accountability for production, as well as a strategic focus on continuous improvement.

NCR SYSTEMEDIA**1997 - 2002**

World's largest paper roll converter, a \$500-million Division of NCR Corporation, providing ATM/POS paper rolls, laser and traditional business forms, labels, thermal transfer and inking ribbons and reman ink jet products.

Global Vice President, Manufacturing & Product Supply, Miamisburg, Ohio, 2000-2002

Directed operations employing 850 people in 12 global plants (six U.S. sites, as well as Canada, New Zealand, Chile, UK, France and United Arab Emirates). Provided all in-house-produced products at the lowest cost or with distinct competitive advantage, such as quality. Processes and technology included litho and flexo printing and coating, UV ink curing and computer-to-plate imaging.

- Directed a number of significant capital investments in support of the global strategy established by Marketing to drive targeted growth (30% annually in laser forms) and cost reduction (\$2.7 million).
- Engaged in Lean Manufacturing methodologies globally to reduce production equipment set-up time an average of 25% on select machines. Once fully implemented, the project will save 25,000 machine hours (\$2.5 million annually), also reducing incremental capital requirements by \$4 million annually.
- Initiated Six Sigma Black Belt champions and Green Belt team training in 10 of 12 Systemedia plants in order to reduce manufacturing costs and product lead-times.
- Designed and announced a 2002 product sourcing plan to reduce U.S. plant operating costs by \$5.9 million annually through the consolidation of resources and the strategic outsourcing of select products, such as traditional business forms, where competitive advantage results by doing so.

Plant Manager & Global Order Fulfillment Process Owner, Mount Joy, Pennsylvania, 1997-2000

Managed Systemedia's largest custom-product plant (\$45 million revenue, 135 employees). Also led the ongoing initiative to consistently deploy processes and technology to 12 manufacturing facilities.

- Established a Process Management Team and implemented Process Metrics across 10 of 12 sites, and led regular PMT action conference calls and meetings with global participation.
- Implemented Systemedia's first three plant work teams in Mount Joy, aimed at self-direction.
- Reduced raw, WIP and finished goods inventories by \$1.4 million in one year.
- Worked closely with Sales to create capacity to deliver laser forms and ATM receipt rolls growth rates of 40% and to reduce proof lead-time by 75% and custom-order lead-time by one week.

FLEXI-TECH GRAPHICS, INC., Hanover, Pennsylvania**1996 - 1997**

Producer of partial-color newspaper insert books. Division of Sullivan Graphics, the 18th largest U.S. printer.

Plant Manager

Hired for the start-up, critical to Sullivan's strategic success. First-year revenue was \$17 million. Processes and equipment included heat-set and cold-set litho, computer-to-plate imaging and palletizing robots.

- Led two production start-up phases, each completed in less than 60 days and under budget.
- Managed the first year of operation with "zero" lost-time accidents as staff grew from five to 115.
- Established a Quality leadership Team responsible for improving income \$1.2 million annually by increasing productivity 20% and reducing scrap waste by 40%.

MOORE CORPORATION LIMITED

1976 - 1996

World's largest provider of business document solutions (\$2.6 billion). 11,000 employees worldwide.

Plant Manager, U.S. Business Forms & Systems, Lewisburg, Pennsylvania, 1994-1996

Led this \$45-million satellite plant with 220 employees and just four supervisors. Products included litho-printed unit sets, cut sheet and custom-printed repositionable note pads.

- Performed as site leader of the hub/satellite implementation that reduced plant cost by \$900,000.
- Developed the plan that successfully transferred \$15 million of revenue from IL plant to PA plant.
- Achieved ISO 9002 Registration in nine months.
- Obtained \$2.7 million in capital by developing and internally "selling" a Cut Sheet business plan.

Facility Manager, Business Communication Services, Thurmont, Maryland, 1993-1994

Managed the Division's largest facility with 350 regular full-time and temporary employees. UV litho printed and ion-deposition imaged 320 million First Class mail pieces annually (\$50 million revenue).

- Led the growth of processing services to become Maryland's second-largest U.S. Post Office.
- Reduced front-end staffing by 10% (\$150,000 annually) by re-structuring client services.

Director of Operations, Business Communication Services, Vernon Hills, Illinois, 1989-1993

Directed Moore BCS' three U.S. facilities, employing 600 people with three facility managers as direct reports. Grew this U.S. Forms Division business unit into a \$100-million stand-alone operating division, engaged in the printing, data management, imaging and mailing of critical business applications.

- Led the relocation of the Chicago BCS Facility, doubling capacity and capabilities.
- Tripled profit in four years through facility product specialization and vertical market focus.
- Reduced client complaints 30% by designing, utilizing and responding to a Client Survey.
- Increased staff morale and commitment by initiating Moore's first gainsharing program.

Plant Manager, U.S. BF&S Division, Honesdale, Pennsylvania (1988-1989) / Salem, Oregon (1986-1987)

Managed the unionized Salem plant with 125 employees, generating \$28 million revenue annually. Was subsequently selected to lead Honesdale, world's largest stock tab business forms plant, with the lowest morale in the U.S. Forms Division (22 plants), per a nationally-conducted employee survey. Directed dry-offset print and carbonless and carbon coating operations (\$120 million annual revenue, 200 employees).

- Improved attitudes dramatically during tenure.
- Reduced print scrap paper by 10% (\$140,000 annually) and improved pounds processed per hour by 20% over two years.
- Saved \$110,000 in annual labor cost by formalizing an in-plant Press Operator training program.
- Increased snap-apart forms business 10% with in-line, value-added product features.

PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

(450 hours) - Six Sigma, Lean Manufacturing, Class A Enterprise, Leadership in Times of Change, TQM, Dale Carnegie, Union-free Management, Computer Skills, Time Management, Project Management, Team Building, Finance and EH&S.