

SOLUTION MANAGEMENT

Profile: Operations & Process Improvement

January 2013



SOLUTION MANAGEMENT

Process and Logistics Improvement

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Solution Management

Solution Management is a leading Provider of management system development, operations improvement and support services.

We have highly experienced and professional management system consultants, complemented by staff with a high level of technical and process analysis skills.

Our team has assisted more than 200 organisations to implement system improvements for production, logistics, quality, food safety, environmental and safety requirements.

Our projects have included reviews and improvement implementation for :

- Shop floor processes
- Factory layouts
- Software systems
- Warehouse layouts and processes
- Quality and Environmental systems : ISO 9001, ISO 14001, ISO 17025 and related standards.



For organisations upgrading their existing systems or implementing process improvement we utilise Action Log software. Action Log provides a secure online database for recording, communicating and completing system improvements.

Memberships and accreditations include: Auckland Regional Chamber of Commerce
Standards New Zealand
Project Management Institute
EMA. – Business Taskforce Consultant
Ostendo Partner

Solution Management Team

KEVIN WHITEHEAD MBA, BE (Civil)

Lead Consultant Management Systems and Operations

Kevin is a lead management systems consultant with Solution Management providing system development, training, internal audit and support services.

Areas of expertise and industry experience include :

Continuous Improvement in Manufacturing

Factory and logistics planning, facilities and process flows.

System Development

Process time management, recording and analysis.
Stock management and transaction processing.

Quality Management Systems

ISO 9001, ISO 17025, TQS1
Building Consent Authority Accreditation

JASON DRAKE BE (Hons) Operations Research and Computer Modelling Consultant Operations

Jason is a consultant with Solution Management providing process analysis, system development and operational performance improvement services.

Areas of expertise and industry experience include :

Continuous Improvement in Manufacturing

Factory and logistics planning, facilities and process flows.

System Development

Process time management, recording and analysis.
Stock management and transaction processing.

Operations Consulting Sample History

Advanced Aerospace
Kevin Whitehead & Jason Drake

Quality system implementation to ISO 9001 requirements. Included implementation of paperless continuous improvement & corrective action system – web based Action Log.

Insulpro Manufacturing
Kevin Whitehead & Jason Drake

Operations study and systems implementation including process line management, traceability control, staff attendance and computerising dispatch.

Robinhood Manufacturing
Kevin Whitehead

Manufacturing process review including :

- Manufacturing layout & material Flow
- Sales and stock Levels
- Health & safety considerations
- Cause & effect analysis

Torpedo 7
Kevin Whitehead

Logistics study including warehouse layout and processes for picking and packing orders

History of Employment – Kevin Whitehead

2000 - current:

Lead operations and business systems consultant with Solution Management Ltd

1993 – 2000

Lead operations and business systems consultant with Executive Solutions International Ltd

1991-1993

Marketing Manager, Clearlite Industries

1986 – 1991

Manufacturing Manager, Clearlite Industries

1984 – 1986

Engineering Development Manager, Clearlite Industries

1980 – 1984

Product Development Engineer, Philips Electrical



SOLUTION MANAGEMENT is:

A professional company with a commitment to achieve Quality through our professional values, loyalty, honesty, trustworthiness, reliability, and self motivation.

Our quality objectives are to:

1. Provide a managed improvement solution by using world class project planning and implementation techniques.
2. Focus on customers' expectations by listening, searching, evaluating and identifying requirements.
3. Provide our customers with peace of mind with a detailed proposal up front, prior to commencement of assignments.
4. Provide proposals free of charge and without obligation within five working days from initial assessment.
5. Attain a long term business relationship with our customers by providing personal, friendly, loyal and reliable service.
6. Continually improve our services and standards, embracing the principles of Business Excellence and the International Quality Management Standard ISO 9001.
7. Ensure we are a responsible employer and each staff member understands their responsibility to comply with the customer's Environmental and Safety procedures when onsite.



A handwritten signature in black ink, appearing to read 'K. Whitehead'.

Kevin Whitehead
Manager
Solution Management Ltd



STANDARDS
NEW ZEALAND
PAEREWĀ AOTEAROA

This certifies that

Solution Management

is a Member of Standards New Zealand

30/11/2013

for the year ending

116240

Membership Number

Debbie Chin
Chief Executive