

# EDWARD GRAY HENDRICKS, JR.

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## FOCUS

Leadership position requiring expertise in Business Operations, Product Management, Marketing, Supply Chain, Procurement, Quality and Project Planning skills focused on assuring revenue growth, containing expenses, securing customer loyalty, and maximizing shareholder / investor value. Key competencies include:

- ⇒ **Product Line Management**
- ⇒ **Supply Contract Negotiations**
- ⇒ **SAP Business Applications**
- ⇒ **Analytical Business Acumen**
- ⇒ **Multinational Supply Chains**
- ⇒ **North American Business Operations**
- ⇒ **Team Leadership / Project Planning**
- ⇒ **Continual Process Improvement**

## EMPLOYMENT

**CIBA CORPORATION** High Point, NC (formerly CIBA-GEIGY Corporation) 1974 - 2009

**Head - Business Operations - Home & Personal Care Business Line** 2004-2009

- Led group of Product Managers to provide operational and promotional direction for **\$55+M** business supplying detergent, drug and cosmetic ingredients to manufacturers of consumer products
- Achieved **26%** increase in sales and increased margins during 2007-2009 on highest value product lines generally considered to be in “mature” portion of product life cycle
- Directed inventory management and production planning to achieve high customer service levels with appropriate inventory costs
- Represented business on global and plant strategy teams to highlight opportunities and secure support for regional needs
- Managed Demand Plan for North America; achieved highest accuracy among all global regions
- Represented business as SAP Power User; Achieved successful, on-time regional implementation

**Product Manager - Antimicrobials and Home & Fabric Care Lines** 1997-2004

- Ensured Cradle-to-Grave Product Stewardship of Highly Regulated products, including the drug ingredient Triclosan USP
- Developed offers to Customer Purchasing Inquiries and negotiated Supply Contracts to secure business
- Determined and implemented Pricing Strategy and Managed Costs to maximize margins
- Managed Product and Service Quality to ensure compliance with customer requirements
- Maintained Highly Accurate Demand Plan to optimize planning efficiency

**Director - Materials Management / Quality Management - Consumer Care** 1994-1997

- Directed Materials Management function including Purchasing, Inventory Management and Warehouse and Transportation Management; Directed physical inventories
- Directed Quality Management of Business Processes to secure registration to ISO 9001 international quality standard; Trained Internal Auditors
- Developed and implemented Training Program for entire Consumer Care Division to ensure compliance with Quality System requirements

**Project Leader - Supply Chain Process Quality Improvement** 1991-1994

- Led Multi-functional Team to use Quality Management techniques to improve Supply Chain processes; earned promotion to Director
- Developed management approach based on process orientation and continual improvement

**Technical Service and Product Management Roles** 1974-1991

- Supported sales and R&D as Technical interface for Customers in Detergent, Textile, Paper Industries
- Managed Detergent Whitener and Chelating Agent product lines

## EDUCATION

UNIVERSITY OF NORTH CAROLINA - Chapel Hill **BS Zoology**

## **ACCOMPLISHMENTS OVERVIEW**

### **Product Leadership**

- Provided direction to and secured functional support from Production, International and Domestic Supply Chains, Direct and Indirect Purchasing, Regulatory, Quality Assurance, and Customer Service
- Developed processes and plans for Supply Chain sourcing via production, purchasing including toll manufactured drug formulated according under cGMP standards
- Guided Product Managers responsible to secure Sourcing, manage Supplier relationships, and provide direction to Supply Chain purchasing function
- Opened customer interactions with major producers of Home & Personal Care products
- Coached Sales Representatives to implement Product Promotional Plans

### **Supply Chain**

- Developed and managed Production Schedule and Allocation Plan for plant running at capacity producing campaigned products deployed to multinational customers
- Set and implemented Inventory Strategies to balance customer service levels and inventory cost
- Developed Warehousing and Transportation strategy to ensure timely order delivery
- Developed Purchasing Strategies for resale products

### **Systems Utilization**

- Provided SAP Demand Plan in APO achieving highest accuracy among all global regions; Established and implemented Training Program for SAP Marketing and Sales functionality
- North American power user of SAP for Marketing and Sales, Materials Management
- Documented SAP-based Supply Chain plan for ISO 9001 certification and process enhancement
- Participated in two separate SAP implementation projects in 1995 and 2007
- Contributed to BPCS implementation (non-SAP ERP) in 2003
- Power user of MS Office applications, Quality Management and Business applications

### **Quality Management**

- Developed and implemented Training Program to support entire organization to comply with Quality System requirements
- Assembled and led project team to gain registration of Business Processes to ISO 9001
- Hosted External Auditors from multiple certification bodies to approve Quality System registration, trained Quality System auditors, led internal audits
- Management Representative for Division to meet Quality System standards

### **Process Enhancement**

- Received "Summit Award" for sustained outstanding job performance and sustained modeling of company vision, leadership and quality
- Chaired multi-business Sales and Operations Planning team to coordinate products from shared production plant
- Developed and implemented multiple employee and customer training programs
- Represented North America on international business planning teams
- Led multifunctional team to improve Supply Chain processes

### **Technical Capabilities -- Know and apply...**

- Quality Planning strategies and Quality Assurance techniques
- Chemical Production techniques, equipment and terminology
- Chemical Analysis application and terminologies
- Regulatory Systems and Agencies standards