



Mr. SUBRAMANIAN SHANMUGAM

Quality Assurance | Process Compliance | Lead Auditor | Business Excellence

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Key Skills

Business Operational / Org. Excellence

Quality Management (QMS) ISO 9001

SOP & Strategy Policy Formulation

Organizational Performance Management, Analytical Dashboards

Business Process Design, Improvement, Optimization, Automation

Customer Relationship Management

Lean Six Sigma, Data Analysis

External Certification & Internal Audit

Legal & Regulatory Compliance

Business Continuity & ERM

Supplier Quality Assurance & Audit

Project Management & Quality Training

HSE Operations & Environmental Risk Assessment.

Soft Skills

Change Agent	Collaborator
Motivational Leader	Communicator
Thinker	Planner

Quality & Business Excellence professional with impressive success of 19+ years in managing Strategic & Operational Excellence.



Profile Summary

- Ability to champion Business strategy values & vision across Corporate BU function.
- Implemented and monitor Quality & Business Excellence Compliance framework.
- Develop Objective Plan cascading and compelling view on Org. Strategy Objectives.
- Implement Excellence Program such as KAQA (KSA Quality Award), ERM, AEO.
- Periodic review and ensure Customer focus and Process Compliance.
- Analyse and reduce Quality gaps, NCR through Process Review, MRM, Internal Audits.
- Successfully implemented & monitored automated compliance software (Q-Pulse).
- Lead various ISO Project Management certification projects & IMS requirements.
- Implementing LEAN Management techniques across process improvement.
- Developed and delivered Corporate Quality Training related to IMS & ERP.
- Monitor Legal and Regulatory requirements as Governance compliance



IT Skills

- MS Office (Word, PowerPoint, Excel & Visio) and Internet Applications
- Q-pulse V5.95 (ERP Software) & Power BI Dashboards



Education

2002: Bachelor of Mechanical Engineering (B.E.) from Annamalai University, India



Career Timeline









Certifications

- 2018: Lean Six Sigma Green Belt, EXEMPLAR Benchmark Six Sigma India
- 2017: ISO 9001:2015 Essentials & Role of Mgt. from OKA, Riyadh
- 2015: Lead Auditor ISO 14001:2008 EMS from SAI Global, Riyadh
- 2010: Integrate EHS Awareness & Auditor from Neville Clarke, Singapore
- 2008: Lead Auditor ISO 9001QMS from DNV, Dubai: HSE Related Training from GAC Academy, Qatar

Work Experience

Since Aug'20: Kellogg Brown Root (KBR) – OM &T (19-22) Project, Riyadh, Saudi Arabia Project Quality Representative (Lead Specialist).

Key Result Areas:

-  Implement the quality management system, work methods and guidelines for quality delivery across the Project.
-  Responsible for monitoring and controlling compliance with the relevant Quality standards instructions and interpretations.
-  Identifying Quality risks, issues and opportunities for improvement and promoting them into KBR senior managers.
-  Ensure all QMS activities are complying within the Operation, Maintenance Contract and Org. Corporate requirements.
-  Oversee all audit program in the quality department across Business Functions and Subcontracting.
-  Acting as a focal point of contact for quality management issues at sites/regions as required.

Previous Experience

Sep'12 to Jul'20: Al Obeikan Investment Group (OIG), Riyadh, Saudi Arabia




- Jan'17 to July'20: Group Quality Compliance Manager (Corporate)
- Sep'12 to Dec'16: Group Quality Manager – Shared Services Division

Key Result Areas:

-  Contribute to the creation and implementation of best practice quality vision, strategy, policies, processes and procedures to aid and improve operational performance.
 -  Supporting all Corporate Functions / Project Management - QMS Framework compliance; ensuring that process is design, performing carefully and accurately to eliminate errors.
 -  Reviewing SOP's/technical specifications/ validation protocols, validation reports and other quality documents/ change-control procedures for SOP's.
 -  Setting out in-house quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs for their services.
 -  Ensuring the successful delivery of business strategy, Quality Objectives and Key Performance Indicators (KPIs), whilst adhering to regulatory compliance and achieving commercial success.
 -  Managed Continuous Improvement projects such as Process LEAN SIX Sigma project as result of centralization among group corporate departments and standardizing and worked with regulatory agencies for their implementation.
 -  Implemented measures to identify abnormalities like customer concern, process gap, lack on training, internal communication.
 -  Pivotal in streamlining processes through measures such as analytical review, implementation awareness & training.
- Acting as a focal point of contact for quality management issues at sites/regions as required.




Feb'09 to Aug'12: YCH India Pvt. Ltd., Chennai, India as Assistant Manager - Operation Excellence (QHSE)

Key Result Areas:

-  Head Quality across PAN India, Manage Operation Excellence framework program across Regional HUB & ISO 9001 requirements.
-  Develop and manage Indian Operation process documentation, SOP, Customer requirement awareness, Trainings & VOC monitoring.
-  Coordinate with Corporate & Regional Head, prepare business reports, Perform Audits.




Mar'07 to Jan'09: Gulf Agency Company, Doha, Qatar as QHSE Coordinator

Key Result Areas:

-  Core member of the team that implemented ISO 9001, OHSAS 18001: 2007 & ISO 14001:2004 Management system.
-  Delivered training sessions on QHSE basic & awareness and on Q-Pulse Software.
 -  Controlled QHSE documentation & implemented procedure / policies on the aspects of QHSE.



Dec'03 to Feb'07: Imperial Private Ltd., Chennai, India as Sr. QA/ QC Engineer

Key Result Areas:

-  Managed QMS implementation & Data Analysis reports on Customer Engineering & Maintenance project requirements.
-  Prepare Quality control plan and Perform QC inspection as per plan. Manage Calibration process requirements.
-  Conducting validation, stability studies, quality audits, facility up gradation to meet the requirements of regulated market.

Aug'02 to Nov'03: M/s Esteem Industries, Chennai, India as QA/ QC Engineer

Key Result Areas:

-  Contribute to new business initiatives, projects, and review and communicate the impact on Quality activities.
-  ISO 9001 Implementation. Performed testing / inspection activities as per the control plan, inspection plan.

Personal Details

Date of Birth: 7th November 1980

Languages Known: English, Tamil & Malayalam

Nationality: Indian - **Passport:** V3654908; **Dt of Expiry:** 03/01 /2032

Visa Status: Valid Saudi Residence Permit Sep 2022, **Transferable Visa.**

Driving License Details: Valid Saudi and Indian Driving License.

Address: Al Malaz Riyadh, Saudi Arabia