

DOUGLAS GEORGE PARKES

SUMMARY

Training and Education Program Development Manager with proven skills in the creation, and delivery of successful Corporate Training programs that fit multiple disciplines. Broad functional experience, easily adaptable to new circumstances and challenges with constant focus on Customer Satisfaction and Continuous Improvement of Training initiatives. Adjunct Professor of Supply Chain Management responsible for development, adaptation and delivery of undergraduate, graduate and professional certification programs. APICS Certification Instructor (IDP Recognized) responsible for conduction APICS CPIM Certification classes in both virtual and face-to-face sessions.

- Demonstrated ability to organize, motivate, train and develop Teams in multiple functions
- Strong demonstrated ability to identify and drive Continuous Improvement initiatives.
- Demonstrated ability to establish educational requirements, develop educational approach, create training materials and deliver training in both virtual and face-to-face format.
- Theoretical and working knowledge of SAP with special competencies in Materials Management, and Sales & Distribution

PROFESSIONAL EXPERIENCE

UNIVERSITY OF NORTH CAROLINA AT GREENSBORO, GREENSBORO, N.C. 2011 - Present

Lecturer, Department of Information Systems and Supply Chain Management

- Conduct on-line Courses in Supply Chain Management Principles in the Bryan School of Business.

FOX VALLEY TECHNICAL COMMUNITY COLLEGE, APPLETON, WI. 2012 - Present

Adjunct Instructor, Supply Chain Department

- Conducted on-line Corporate Training Courses: CPIM Certification review and preparation

Global Business Process Owner and Training Lead

- Led Business Process Blueprint Phase for development of Global SAP template and created detailed Business Processes for Plan to Produce. Participated in successful on-time first rollout in China Region which became basis for all subsequent roll-outs in other Regions.
- Provided coaching to other Global / Regional Business Process Owners to assist them in meeting their project deliverables.
- Demonstrated functionality / benefits and defended the Global Project design for Plan-to-Produce to the Steering Committee and the Business. This led to approval of initial Roll-Out in China.
- Developed Test Scenarios and SAP Role Profiles for User Acceptance Testing, facilitated Plan-to-Produce testing and managed Issue resolution to ensure successful Project Implementation
- Created a Global Training Plan for the Implementation Phases of the Project. Established the training curricula for all functions in all phases of Project implementation and Conducted overview Business Process training and detailed Plan-to-Produce training for international teams. Implemented Web-based Document Storage and Retrieval System on the Huntsman Intranet to ensure ease of access to training materials for all employees.

Regional Manager Operational Planning (Supply Chain Demand & Supply)

- Established Organizational Structure and Roles and Responsibilities for the Operational Planning Organization in the Americas Region which included: Customer Service, Demand & Supply Planning and Product Supply Replenishment to enable effective Planning, Execution and Customer Delivery Service / Satisfaction.
- Facilitated cross-functional International Team – established ways-of working, developed Team relationships and drove continuous improvement activities
- Represented Supply Chain Demand & Supply Operations in Business Process and Site optimization project for Textile Effects to reduce costs and improve effectiveness.

CIBA SPECIALTY CHEMICALS, HIGH POINT, N.C.

1998 - 2006

Internal CPIM Training Manager and Trainer, Global Supply Chain

- Established over-all training approach to be used globally for CPIM training. Adapted / localized CPIM training materials for internal training programs and conducted internal CPIM training programs (all Modules) for Americas and Europe using multiple formats (Face-to-Face Workshops, One-on-One Coaching and Net Meeting Conference workshops across time zones). Saved significant cost of delivery and enabled Global participant list to fulfill CPIM Certification, improve working knowledge of Demand & Supply Management and prepare them for new ERP System implementation.

Training Manager, Global Training Team, Basle Switzerland

- Worked together with other members of Global Change Management Team and Business Process Teams to establish requirements, create the Global Training approach, establish training curriculum and develop implementation plan to support the Project. Developed Train-the-Trainer and End User training program templates to use for all process teams / End Users. Training Programs were subsequently deployed globally to support successful Project Implementation.

Business Process Manager

- Finalized and wrote Business Process, developed Test Scenarios and developed Training Materials to support local implementations of new ERP platform in the US and Canada. Conducted core training programs for End Users to ensure successful transition to the new System.
- Facilitated Continuous improvement Projects for Customer Service to improve Customer Satisfaction and reduce errors.
- Developed materials and conducted FISH Workshops for multiple Business Segment Sites (Based on the book FISH – for Employee Morale enhancement). These Sessions played significant role in improving the overall culture of the Site and served as one of many attributes leading to recognition as OSHA Star Site in High Point.

Head Planning, Distribution & Customer Support, Textile Chemicals Segment

- Led two professional teams in the Supply Chain Organization – Planning & Distribution and Customer Service . Established organizational structures, provided training and development opportunities for Teams and facilitated continuous improvement efforts. Considerably improved both the performance and image of the Teams within the Organization.

CIBA-GEIGY CORP., GREENSBORO, N.C.

1990-1998

Product Director, Textile Chemicals

- Optimized product range, pricing and promotion for full range of Textile Chemicals in the US. Managed Supply Chain replenishment operations for all US Distribution sites
- Managed conversion of Textile Chemicals products from Legacy System to SAP
- Managed consolidation and transfer of Production of Textile Chemicals from Textile Dyes production Site to alternate Chemicals manufacturing Site
- Managed Finishing Chemical Sales and Technical Service functions

Director Fluorochemical R&D, Chemicals Division, (in Ardsley, N.Y.)

- Led team of 25 research scientists (BS, MS, PHD) engaged in Fluorochemical research for Paper, Textile and Firefighting applications. Consolidated and re-organized staff to optimize operations and meet financial objectives. Managed cross-company relationship between Fluorochemical R&D Teams of Ciba-Geigy and DuPont. Improved communication and effectiveness of joint R&D Programs.

Director Quality Management, Textile Dyes Division

- Fully developed and delivered Quality Management Training programs for all employees in the US
- Led the Malcolm Baldrige Quality Assessment Team, and wrote & submitted the formal Malcolm Baldrige Application. Facilitated cross-functional continuous improvement projects to improve Business Performance, Product Quality and Customer Satisfaction.

CIBA-GEIGY CORP., GREENSBORO, N.C. – TECHNICAL POSITIONS

Technical Director, Paper Dyes & Chemicals

Manager Production Coordination, Textile Dyes

Manager Analytical Services, Dyestuffs & Chemicals

EDUCATION

Master of Business Administration, Wake Forest University, 1986
Batchelor of Science, Chemistry, Augusta State University, 1970

CERTIFICATIONS / TRAINING

APICS: CPIM, CSCP (Lifetime Certification)
Recognized Master Instructor CPIM

Previous Auditor for North Carolina Quality Leadership Award Process

PROFESSIONAL ASSOCIATIONS

ASCM, The Association for Supply Chain Management, 2000 – Present
Past VP of Education and Past President, Piedmont NC Chapter of ASCM Inc.