



Position Description – Manufacturing Manager

Reports to:

Managing Director

Purpose of the Role:

Responsible for the manufacturing operations of Star Delta at Yennora. This includes transformer manufacturing and sheet metal working. The key responsibilities are to organise and control the manufacturing of a high-quality custom product delivered on time and efficiently. Production employees report to the Manufacturing Manager and or the production supervisor. The Manufacturing Manager is also a technical resource for manufacturing design issues and general customer information.

Key Responsibilities:

- **Work Health & Safety**
 - Co-ordinate and direct staff when performing their day to day activities.
 - Demonstrate compliance to safety procedures and client specific requirements.
 - Ensure employees personal development and compliance at all times.
 - First point of contact for employees.
 - Plant Inspections
 - Conflict resolution.
 - Safety Audits
 - Quality Inspections
 - Employees wellbeing.
- Controls orders status to achieve 90% on time delivery to promised dates and inform the sales person at least 3 days in advance of the new promised date.
- In conjunction with the Sales Reception develops and maintains a weekly delivery schedule on Monday for this week and next week.
- Organises weekly production meetings in conjunction with the Sales Reception
- Ensures a high standard of housekeeping with weekly inspections with Production Supervisor are carried out. This will result in a "To Do" list with tasks assigned and due dates set.
- Maintains a monthly list of factory projects and requests resources from the Managing Director
- Maintains a system to track labour costs on jobs and ensure correct LA-000 quantities are entered and updated in the auto build (working with Reception)
- Works closely with the Production Supervisor in maintaining an overview of the manufacturing processes

- In conjunction with the production supervisor manages work overload by prioritizing work and advising the Managing Director when additional resources are needed
- In conjunction with the Managing Director manages lack of workload by looking for stock items and regular customer items to manufacture and reduction in hours
- Ensures that systems are in place to track and measure manufacturing progress
- In conjunction with the Production Supervisor and Sales Reception prioritises and allocates work while controlling labour cost for efficient manufacture
- In conjunction with Sales Reception and Production Supervisor checks materials reports (stock alert) and availability to ensure material availability does not delay jobs
- Ensures that the required documentation is included with the invoice/job and checks on the quote for any special documentation requirements
- Ensures that final Quality Control sign off is carried out by persons not directly involved in the job
- Responsible for having appropriate safety systems in place including maintaining controlled machinery use
- In conjunction with the Production Supervisor is responsible for sheet metal workload and priorities
- Understands production processes and techniques to be able to train employees on any production task
- Use the knowledge of production employees to develop time saving production techniques

Experience & Knowledge Requirements:

- Year 12 secondary education and preferably post-secondary qualifications
- Minimum of 10 years industrial experience
- Able to communicate effectively with all levels of people

Goals

1. *Productivity*

To ensure that the factory maintains efficient manufacturing operations and continues to improve manufacturing techniques and methods.

Key activities

Introduction of an efficient way of recording the time needed to carry out manufacturing activities and measuring this.

Review of machinery (fixed machines and hand tools) to determine changes (operational or equipment) needed for productivity improvement.

Measurements

Labour costs controlled within targets

Gross profit target

2. *Technical Manufacturing Expertise*

To develop Star Delta's manufacturing experience and capabilities in custom transformer products.

Key activities

Training of workers in soldering, measuring methods, insulation

Able to find and modify transformer designs to meet customer specifications

How measured

Number of training sessions conducted

Completing design changes accuracy

3. Customer Service

To provide exceptional customer service by meeting promised dates 100% of the time. When this is not possible the customer will be contacted prior to the due date to advise of the next best delivery date.

Key activities

Managing priorities and meeting customer promised dates

How measured

Meeting promised dates.

4. Sales/Marketing

Acts as a back up to answer phone calls and assist customers with basic transformer requirements. Taking down details and passing information to other team member for action.

Key activities

Acting as a back up

How measured

Customer satisfaction

5. People Management

Review meetings with production employees to discuss performance and collect ideas for improvement.

Key activities

Minimum 6 mthly review meetings with; Leo, Espa, Lam, Phien, Anh 1, Anh 2, Sang, Sami?

How measured

Completion of review documentation