

VARUN V PILLAI

Karthika House, Cherpu, Thrissur, Kerala, India-680561| dazzler3939@gmail.com | +91 9847382592

PROFILE SUMMARY:

- Over 10 years of professional experience in plastic pipes (u-PVC & PE) manufacturing industry as Quality Control (QC) Manager in various organizations
- Knowledge of product certification standards (Kitemark, FM etc.), ISO 9001:2015 Quality Management System
- Played major role in implementation of ISO Quality Management System across the organization and ensuring quality of finished products as per established QMS
- Expertise in handling the spectrum of functions encompassing quality control and production

PROFESSIONAL EXPERIENCE:

EMIRATES GERMANY PIPES INDUSTRY L.L.C, AL AIN, UAE

MARCH 2017 – JUNE 2020

Quality Control Manager

Responsible for routine QC activities, resource planning, co-ordination with production planning, monitoring of production progress, execution of QC plan as per QMS, implementation of inspection, testing of raw material and finished products as per ITP, root cause analysis of nonconforming products, reviewing and authorizing all types of documentation related to QC procedures as per the established QMS and QC staff management.

➤ **QMS Implementation**

- Ensuring finished products meet set International and National standards for quality, reliability and performance
- Ensure compliance of manufacturing processes with International and National standards
- Review and determine customer specifications and legal requirements in terms of quality management and make sure they are met
- Set up and implement internal/external quality requirements to ensure company products/services meet customer expectations
- Conduct assessment of production processes to develop in-house quality policies, key performance indicators (KPI) and documentation procedures
- Devising, improving, and reviewing new specifications and procedures for products or processes, and training staff to use them
- Manage, motivate and collaborate with quality personnel to implement QC procedures, QMS and SOPs
- Conduct quality audits to make sure set quality policies and procedures are being adhered
- Taking up the quality issues with management to have continued focus to achieve continual improvement
- Review existing policies and make suggestions for changes and improvements and how to implement them
- Proactive analysis of process indicators & drive improvements
- Measure performance and further identify any areas of weakness, recommending and implementing improvements. Identify error proof techniques & implement them
- Liaise with other managers and staffs and provide training, tools and techniques to enable others to achieve quality standards; assess the effectiveness of changes made
- Approve compliant products and reject defective ones. Maintain proper records and documentation of quality tests, procedures and standards

➤ **Raw Material Inspection/lab Testing**

- Ensuring incoming RM inspection against the standard
- Taking up the exceptions with concerned suppliers
- Analysing trends of the incoming supplies with respect to specifications & escalating abnormalities

➤ **Laboratory Operations**

- Ensuring availability of all the lab consumables
- Ensuring calibration of laboratory equipment/instruments are achieved as per plan
- Planning of manpower for smooth lab operations & provide resources

➤ **Training & Development**

- Provide technical and process improvement training to QC staffs to enhance their skills
- Providing training for QC staff in terms of quality systems, product safety and internal auditing skills
- Mentoring and guiding juniors, brainstorming on quality analysis

➤ **Customer Complaint Handling**

- Analysing customer complaints, co-ordination with sales & management for closure of complaints
- Working as single point of contact for customer complaints closure, certificate of analysis, customer questionnaire etc.

Achievements

- Brought down customer complaints by 50% and events of product return by 90%
- Devised and established new quality procedures to reduce non-conformity and wastage

BIN MANSOUR PLASTICS FACTORY L.L.C, ABU DHABI, UAE

MARCH 2010 – JANUARY 2017

QC-In-Charge

Responsible for routine QC activities, monitoring of production progress, execution of QC plan as per QMS, implementation of inspection, testing of raw material and finished products as per ITP, reviewing and authorizing documentation related to QC procedures as per the established QMS and employee management.

➤ **QMS Implementation**

- To ensure and safeguard quality of the product by scheduling inspections
- Assure compliance of the manufacturing process to the manufacturing standards followed
- Supervision of the QC testing of end products to ensure products compliance to all relevant manufacturing regulations as well as industry parameters
- Enforce changes whenever standards are not followed
- Management of the entire lab related activities in coordination with lab-assistants
- To organize & conduct both the internal & external auditing of QMS
- Performing quality assurance audit that includes analyzing procedures and making recommendations for improvements
- Presenting reports and demonstrating Quality Control procedures to clients
- Organizing and conducting the training programme for Quality Control personnel; training of lab-assistants in order to carry out material/product testing
- Ensure that the scheduling and execution of instrument calibration programme were achieved in time
- To maintain records in regards to the finished work, difficulties in completing the job etc., all official correspondence, QMS forms, QMS documents, technical literature and manuals as per the guidelines of QMS
- To ensure proper house-keeping of the respective work area round the clock
- To report any hazard/incidents in the work area, near misses, malfunctioning of equipment to HSE and factory manager

➤ **Achievements:**

- Increased the acceptance level of finished goods from 84% to 92% by redesigning QMS by introducing more check points and conducting regular preventive actions
- Designed and drafted new product and troubleshooting catalogues which received much appreciation from senior management as well as clients
- Prepared an action plan to pin point the non-conformity in the whole manufacturing process as and when it aroused and provided timely remedies to rectify it

Healthcare Diagnostic Centre, Trivandrum, Kerala, India**JUNE 2007 – JANUARY 2009****Administrative Officer-cum-Lab-In Charge**

Responsible for overall management of the Centre

- Submitting the daily and monthly report to head office
- Inventory of all the raw materials, lab reagents and other logistic items
- Achieving revenue target set by senior management
- Keeping “Good Will “of the centre
- ‘Man power management”-14 staffs co-operated with me. Supervision of lab activities
- Authorization of fitness certificates

EDUCATION:

Degree	Institute	Year	%
M.Sc. Bio-Chemistry	J. J College of Arts and Science, Tamilnadu, India, (Affiliated to Bharathidasan University)	2005-2007	73%
B.Sc. Chemistry	Christ College of Arts and Science, Kerala, India, (Affiliated to University of Calicut)	2002-2005	86.5%

SKILLS:

- Knowledge of Universal tensile testing machine (PE & u-PVC), Hydrostatic pressure tester (PE & u-PVC), Falling dart impact test/Resistance to external blow tester at 20 degree and zero degree (round-the-clock method) (u-PVC), Di-chloro methane tester-(u-PVC), Resistance to acetone tester-(u-PVC)
- Melt flow index (MFI) tester -(PE), Carbon black content tester -(PE), Carbon black dispersion tester -(PE), Oxidation Induction Time tester/DSC (PE), Environmental stress crack resistance tester- (PE)
- Vicat softening temperature tester- (PE & u-PVC), Density tester - (PE & u-PVC), Heat reversion tester- (PE & u-PVC), Sulphated ash content tester -(u-PVC)
- Screw/dial gauge, vernier caliper, OD tape (circummeter) and bevel protractor- (PE & u-PVC)
- Knowledge of MS Office, ERP software
- Effective communication skills
- Document management control and management

EXTRA CURRICULAR ACTIVITIES:

- NSS (National Service Scheme) unit member of the College
- Participated in Arts & Sports at collegiate level
- Winner in Inter Collegiate Chemistry based quiz competitions

PERSONAL INFORMATION:

- Date of Birth: 25-May-1985
- Languages Known: English, Hindi, Malayalam, Tamil, Arabic (Basic)

WHAT THE EMPLOYER CAN EXPECT:

- Diligent and dedicated work culture and expected results
- Strong support to the management in completing its desired objectives
- Self-disciplined
- Curiosity to learn new things and inculcating into the working atmosphere
- Ability to work independently or in a group setting providing all facets of technical support such as troubleshooting, installations, and guidance