

MARK MURDOCK
12644 Salmon River Road
San Diego, CA 92129
Res. (858) 780-9306
Cell (760) 822-6903
mark.murdock@yahoo.com

EDUCATION

B.S., Manufacturing Engineering, Miami University, Oxford, OH 1983

B.S., Communications, National University, San Diego, CA 1998

Professional Education/Certifications:

- **Lean Manufacturing Certificate, SDSU (16 week Course in 2000):** VSM, Takt Time, Poka Yoke, Pull Systems/Kanban (Point of Use Stores), Single Piece Flow, Kaizen Events, Visual Factory, 5S, Pitch (small batches used as single piece flow), Supermarket of Parts/Tools, Scorecards, and an In-Plant Lean Project at UNISYS.
- **Six Sigma Green Belt, USCD, 2003**

EXPERIENCE

GREENHAUS, San Diego, CA 5/08 - present

Writer (2008 to present)

Copywriter for advertising and sales & marketing collateral.

e.DIGITAL CORPORATION, San Diego, CA 4/07 – 5/08

Operations Manager (2007 - 2008)

Managed content integration service, repair, final test/QA and pack & ship of portable media players and support equipment.

- Created order fulfillment test and final QA “factory” despite small office space.
- Managed a team of 7 media specialists to receive, inspect, and integrate Hollywood content (movies, television, music and games) into customer GUI’s on a monthly basis
- Managed player customer orders from final assembly, test, pack and ship to ensure on-time delivery
- Managed 2 field engineers for customer returns and international repair facilities
- Created an RMA/repair Access database

UNISYS CORPORATION

San Diego, CA

1983 to 2006

Program Manager, Supplier Chain Management Services Group (2005 to 2006)

EXPERIENCE (CONT'D)

Asked to help in the start-up and implementation of a new business that provides supply chain services to companies including asset recovery (refreshing and re-selling computer hardware), order fulfillment, stage and configuration and freight. Provided Sales, Marketing and Operational support to this new services business unit, which **grew from \$0 to \$8 million in two years**. Introduced and executed new business engagements into production including layout, staffing, material, training, order management and international logistics support.

Lean Enterprise Engineer, Server Materials Group (2003 to 2006)

Served as an Internal Lean Consultant to both Unisys and its key suppliers reporting to the Director of Materials who was responsible for \$80 million of inventory. The group was “antiquated” and needed to change how we were buying materials as well as supplier performance.

- **Developed “Team for Lean,” a major initiative to drive Lean principles upstream through the Unisys supply chain.**
- Performed assessments using **Value Stream Mapping** tools and **redesigned supplier scorecard metrics to drive Lean Implementation**. The suppliers were very interested in developing the ability to meet the “hockey stick” seasonal curve that drove demand in the Server Market.
- Guided, influenced and supported **5 supplier Lean Implementations** including 5S, Pull Systems (trained supplier’s employees in one-piece flow and kanban), Cell Development, Kaizen Events and through monthly scorecard evaluations.
- Developed **Vendor-Owned inventory program**, reducing inventory by \$1.5M.
- Developed **FGI model to level pull** between Unisys and their PCBA supplier.
- Developed and Executed **Lean Training over 300 Unisys employees in the following Lean topics**: Inventory Control in a Point-Of-Use Stores environment (recorded immediate improvement to site gross/net inventory goals), introduction to Kanban/Point-Of-Use Stores, and Lean Manufacturing for Design Engineers.
- Co-Led a team to deploy C-class materials on a Re-Order Point Program.
- Served as a member of the **Site Six Sigma Lean Steering Council**.

Lean Manufacturing Engineer, Server Production Group (2000 to 2002)

Principal driver responsible for introducing Lean Manufacturing across this “high-mix” and “low volume Unisys enterprise server assembly and test operation. **There had been no prior lean implementation attempts and inherited an organization that had long tenured employees (over 2 previous corporations), experienced 3 plant consolidations, had 3 external warehouses for inventory, and had lead times of 3 weeks (main frames) and were mandated to meet 1 week lead times (servers).**

- Participated/led in the overall **Value Stream Mapping Process (5 total)** of the entire plant and transformed this 50K square foot facility by implementing flow/pull/postponement systems. **Reduced lead times from 3 weeks to just less than 1 week and have not missed an order in the last 5 years and eliminated the 3 extra inventory warehouses.**

EXPERIENCE (CONT'D)

- Led/participated/trained employees in **10 major Kaizen Events, Takt Analyses, ongoing Continuous Improvement projects, 5S Site-Wide, Scorecards, Single Piece Flow and on-gong audits.**
- Redesigned functional areas into 5 product cells (2 major product families) and **created a 2-bin point of use inventory replenishment system for \$15 million in inventory:** Deployed flow racking, re-usable containers; developed a bar-code readable Kanban card; interfaced with suppliers to deliver materials in bin size amounts; and turned off MRP ordering for Kanban part numbers.
- **Initial Kaizen Event (Front End Order Configuration and Mechanical Chassis Build):** Re-laid out the work cell, removed batching and kitting of orders in metro carts, implemented 5S and beat Quarterly Metrics. After this initial success the rest of the factory operations were eager to learn lean.
- Drove installation of flexible overhead power grid **reducing layout costs by \$50K per event.**

Staff Manufacturing Engineer, Unigen Test Operations Group (1997 to 2000)

Led the transfer of a semiconductor test fluidics system from engineering development to full production. Designed and implemented all assembly processes.

- **As part of the Lean Manufacturing Project (SDSU):** Implemented one-piece flow, visual workplace, flow and pull methods. **Drove cycle times down from 21 days to 4 days and dramatically improved arrival quality.**

Process Engineering Team Leader, Semiconductor Assembly (1992 – 1997)

Process Engineer, Semiconductor Assembly (1988 – 1992)

Program Manager, Semiconductor Test (1986 – 1988)

Quality Engineer, Semiconductor Assembly (1983 – 1986)

- Developed, transferred and qualified a variety of semiconductor packaging processes. Experienced with silver glass pastes, epoxy and polymer adhesives, Au-Si, Au-Sn eutectic alloys, SnPb solders.
- Purchased over \$1M of equipment and associated tooling.
- Authored hundreds of procedures and specifications utilizing easy-to-understand written and visual instructions.
- Taught theory and applications to line operators, utilizing comedy experience to bring dry material to life.

OTHER EXPERIENCE

KAREN MARTIN & ASSOCIATES, LEAN CONSULTING GROUP (2003-2004)

- Part time lean consultant to local San Diego businesses.

COMEDY STORE, LA JOLLA, CA (1989-1995)

- Weekend Emcee, stand-up and sketch comedy writer/regular performer