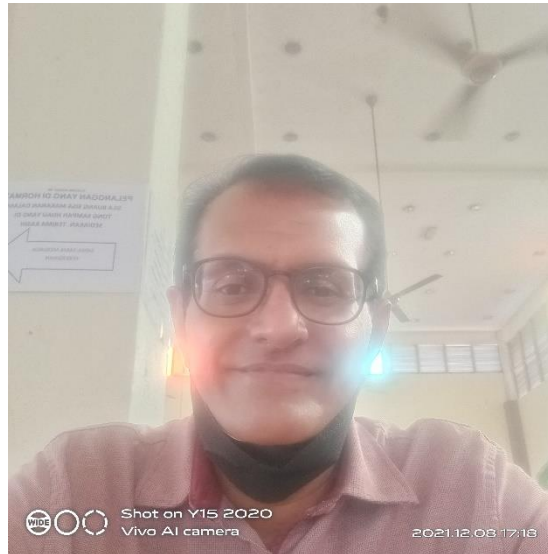


CURRICULUM VITAE



Biodata:

Name:	Ramar A/L Narayanasamy
Address:	No A1-73, Vista Bayu Apartment, Jalan Batu Unjur 9, Taman Bayu Perdana, 41200 Klang, Selangor.
Email Address:	ramar1011@yahoo.com.my
Tel No:	011 – 2857 1292
Gender:	Male
Age:	55
Date of Birth:	10th November 1967
Marital Status:	Married
Nationality:	Malaysian
Religion / Race:	Indian / Hindu
Languages Speak & Write:	B. Malaysia, English & Tamil
Higher Education:	Diploma in Electrical & Electronics & STPM
Years Experiences:	30 years Internal & External Auditing Technique / Documentation / Process in 5 Systems:

Specific Skills:

1. ISO 19001:2015 (QMS)
2. ISO 14001:2015 (EMS)
3. ISO 22000:2018 (FSMS) – Incorporated with HACCP & GMP – INTERTEK MALAYSIA
4. FSSC 22000 – T/S 22004 – v5.1 – INTERTEK MALAYSIA (GFSI)
5. SA 8000:2008 (Social Accountability) – SGS
6. FMEA (Failure Mode and Effective Analysis)
7. PDCA (Plan-Do-Check-Act), DMAIC (Define-Measure-Analyze-Improve-Control)
8. 7 QC Tools
9. 8D Methodology (8 Disciplines of Problem Solving)
10. 5 Why-why Analysis Method
11. Drafting SOP (Standard Operating Procedure)
12. Internal / External Quality Audit & Supplier Audit
13. Risk Assessment / Risk Analysis / Risk Based Thinking
14. Good Manufacturing Practices (GMP)
15. Hazard Analysis Critical Control Point (HACCP)
16. Pest Management
17. SPC (Statistical Process Control)
18. Microsoft Office: Excel, Word & Power Point.
19. 5 S Audit
20. Lean Six Sigma – White Belt

Employment History:

Carsem Semiconductor (M) Ipoh, Perak.

Production Supervisor (Jan 1993 – May 1996) 3 Years

Job Description / Responsibilities

- 1) Responsible for daily output - OEE
- 2) Failure Analysis
- 3) Responsible to control product yield
- 4) Responsible to achieve targets = machine capacity
- 5) Manpower efficiency
- 6) Responsible for quality output
- 7) Follow - up on daily production planning schedule closely
- 8) Output Report - Daily & Monthly
- 9) Output Summary Report - Weekly
- 10) In-line audit - Weekly
- 11) Leadership qualities and should interact with subordinates efficiently

Nordenia-Thong Fook Plastics Ind. Sdn. Bhd. (U), Perak.

QA Executive (June 1996 – Feb 2005) 10 Years

Job Description / Responsibilities

- 1) Supervise performance efficiency of QA Technicians
- 2) Daily verification on quality documents
- 3) Ensure calibrations are up to date for throughout plant
- 4) Responsible for training on new equipment's & new recruits (OJT)
- 5) Operating Laboratory instruments e.g.: a) Zwick Tensile Strength Tester - Extrusion / Converting Sections b) Thickness Profiler - Extrusion Section c) Ink Rub Tester - Printing Section d) Coefficient of Friction Tester (COF) - Extrusion Section e) Gloss meter - Ext / Prt Section f) Barcode Verifier - Printing Section g) Pull Test Equipment - Converting Section h) Thickness Gauge - Extrusion Section i) Haze - Gard Dual - Extrusion Section j) Bending Resistance Tester - Extrusion Section k) Opacity Meter - Extrusion Section l) Vanier Caliper - IQC
- 6) Managing quality system as in Procedure Manual
- 7) Knowledge of ISO 9002, QC Tools and Internal Audits
- 8) Quality Assurance Report - Weekly & Monthly
- 9) Non-Conforming Product / Customer Complaint / Supplier Assessment Reports - Monthly
- 10) In-control of QA sampling on 3 sigma (1.33 Cpk valued finished product)
- 11) Sampling size - AQL 0.65 method at the end of line / process
- 12) Experienced in Customer/ Supplier Management Communication Skill
- 13) Planning and effective management audit, review and investigations for assigned areas.
- 14) Ensure audit objectives and compliance with regulatory/policy requirements.
- 15) Set-up Standard Operating Procedure (SOP)
- 16) Review ISO procedures - Quality Management System (QMS) Process Inspection / Audit

Extrusion Section In-line Process QC - Visual / Optical Appearances Die line, Melt Fracture, Scratch Mark & Graphite Powder Test, Film Width, Corona Treatment Dynes, Skip / Full Treatment.

Laboratory Test - Mechanical Properties Thickness Profiler, Tensile Test MD & CD, Elongation at Break, 10% Elongation at Break, Haze level, Opacity %, Gloss Reading, COF value, Bending Resistance, Secant Modulus & E-Modulus.

Printing Section - Repeat Length, Color tone, Registration, Print Quality, Barcode Scanning & Readability, Winding Direction, Fade Resistance (3M Scotch Tape), Rub Resistance, Crinkle Test & Coating Weight (Label Film).

Converting Section - Side Seal Strength, Gusset Strength, Width, Length, Perforation Strength, Sealing Appearance, Punch Hole Alignment & Bag Alignment Position.

Customer Technical Support Executive (March 2005- Sept 2010) 5.5 Years

Job Description / Responsibilities

- 1) Handling customer complaint - organize meeting, investigation, feedback to customer on time.
- 2) To provide support to Manufacturing Team in gaining better understanding on the customers expectation and criteria of suppliers.
- 3) To provide support to Technical Development Team in developing and implementing new raw material formulation which meet the expectation and criteria of customers.
- 3) To perform internal and external audits.
- 4) To assist in providing customer support to Key Customers on technical issues relating to our product.
- 5) To carry out new projects to improve product quality and process efficiency.
- 6) To work closely with Marketing & Sales Department and Technical Department to develop new products, which serve Customers, needs.
- 7) To do analysis on quality issues.
- 8) Providing highly skilled resources to answer customer enquiries, requests predominantly by telephone contact.
- 9) Visit customer for any customer complaints from time to time. (Malaysia, Thailand, Singapore, India, Philippines)
- 10) Customers:

Avery Dennison (Guangzhou) China, South Africa, Thailand
P&G Thailand, India, Japan, Korea, China, Philippines
UPM Raflatac (Johor) Malaysia
Kun Shan Formula International Trade Co. Ltd, China
Kimberly-Clark Singapore, Philippines
Gardenia Foods Malaysia (KL, Sabah), Gardenia Singapore
Toray International Japan
Sunshine Bakeries, Singapore

Ten Optimum (M) Sdn Bhd, Port Klang, Selangor. QA Manager (Oct 2010 – Dec 2020) 10 Years 2 months

Job Description / Responsibilities

- 1) As a Head of Department for Quality Assurance & Laboratory – reporting to MD.
- 2) Act as Management Representative for establish, implement & maintain Quality Management Systems ISO 9001:2015, Environmental Management System ISO 14001:2015 & Food Safety Management System ISO 22000:2015.
- 3) Liaise with external certification body, customer and all suppliers and on all quality audits and reports summary findings.
- 4) Responsible for monitoring performance of quality issues, reporting and recommending to Management for continual improvements.
- 4) Handling Customer complaints – 8D record, visit customer.
- 6) Arrange relevant training for relevant teams / sections, Identify Training Needs.
- 7) Set / Maintain Quality Goals, Objectives, Targets & KPI
- 8) Conduct quality audits
- 9) Conduct quality awareness programme
- 10) Troubleshoot & resolve quality issues internal / external.
- 11) Customers:

Local:

Gardenia Food Sabah, Malaysia.
Stellar Films Group, Shah Alam, Malaysia.
The Italian Baker (Massimo), West Port, Malaysia.
Hitachi Chemical Johor, Malaysia.
Hawaii Bakery & Food Industries, Pahang, Malaysia.
Mighty Bakery Sdn Bhd, Johor & Selangor, Malaysia.

Oversea:

Woolworths (H.K.) Procurement Limited Hong Kong, Australia
Paramount Packaging Ltd. UK.
Wellar Packaging Ltd. UK.
Defimex S.A. France.
Allen Marmot (European) Ltd. UK.
JMP Holdings, Australia.
Smith Bateson Packaging, UK.
WorldPack, Netherlands.
CGI Ltd. UK.
Next (Courier Service Bags), UK.
UPS (Courier Service Bags), UK
Daily Bread (Solomon Islands), ACME Pacific, Import & Export Sdn Bhd. Pelabuhan Klang, Selangor.

Tong Guan Plastic Technologies Sdn Bhd, Sungai Petani, Kedah DA.

QA Manager (Dec 2020 - 2022) ** Present**

Job Description / Responsibilities

- 1) As a Head of Department for Quality Assurance & Laboratory – reporting to ED & HOD.
- 2) MR for FSMS, GMP & FSSC 22000 v5.1.
- 3) Liaise with external CB, customers & suppliers.
- 4) Responsible for monitoring on performance of quality issues, reporting and recommending to Management for Continuous Improvements.
- 5) Handling Customer Complaints & visit Customer with Technical Team / Sales when necessary.
- 6) Responsible for relevant training for relevant people, Identify Training Needs.
- 7) Set / Maintain Quality Goals / Plan, Objectives, Targets & KPI
- 8) Conduct quality audits
- 9) Conduct Quality Awareness Programme
- 10) Troubleshoot & resolve quality issues internal / external.

Courses / Training Attended – In house

- 1) Auditing Techniques & Internal / External Audit
- 2) Supervisory / Management Development Program
- 3) Sikap Kerja Positif
- 4) ISO 9001:2000 Awareness Training
- 5) Decision Making & Problem Solving
- 6) First Aid
- 7) Professional Supervisory Skills
- 8) 5 S Awareness
- 9) Total Quality Management (TQM)
- 10) 7 QC Tools
- 11) Good Manufacturing Practices (GMP)
- 12) ISO 9001:2015
- 13) ISO 14001:2015 (Interpretation and Application, Internal Auditor)
- 14) ISO 22000:2005 (Interpretation and Application)
- 15) FSSC 22000 v5 (Interpretation and Application, Internal Auditor)
- 16) FSSC 22000 v5.1 (Interpretation and Application, Internal Auditor)
- 17) Lean Six Sigma – White Belt
- 18) International Sustainability & Carbon Certification (ISCC) – Awareness Training
- 19) International Sustainability & Carbon Certification (ISCC) – Green House Gas Emission Calculation Training
- 20) International Sustainability & Carbon Certification (ISCC) – Internal Auditor

Courses / Training Attended - External

- 1) Systematic Approach to Process Improvement (SPC)
- 2) Material Quality System - SOP - Bangkok, Thailand
- 3) Occupational Safety & Health
- 4) Methodology to Effective Safety Health Management
- 5) Effective Supervisory Management Skills (FMM, Perak)
- 6) Flexographic Printing Training (BASF, KL)
- 7) Quality Engineering (FMM, Perak)
- 8) Communication, Coaching & Counseling Skills (FMM, Perak)
- 9) Problem Solving & Decision Making (FMM, Perak)
- 10) FSSC 22000 v5 Internal Auditor (Intertek Malaysia)
- 11) Pest Awareness Training, IKARI SHODOKU (M), Sungai Petani.

Referees:

Name	Position	Work Base	Contact No
Mr. Sattia Narayanan	QA Manager	Mapa Gloves Sdn Bhd, Ipoh, Perak D.R.	012 – 552 3693
Ms. Stephanie Lee	Regional Sales Manager	Tesa Tape Asia Pacific Pte. Ltd. Singapore.	016 – 538 4455 +65 – 8698 8265

Current Salary: RM7,200.00 p.m. + (Car Allowance / Handphone Allowance) RM500.00 = RM7,700.00.