



Muhammad Zuhairi Bin Mohd Zamzuri

Technical Manager, Head of Operation

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SUMMARY OF 6 YEARS EXPERIENCE

Experienced in handling variance type of latex glove process and operation (Non-Examination, Examination & Surgical Glove) while managing almost 100 downline employees. Expertise in new product development, new production line set up, factory troubleshooting (product, process, machinery improvement) and regulation requirement for glove manufacturing industry. Having high self-details in any work given especially during machinery validation and testing. Good in time arrangement during my working day and still reachable during days off. Had tough mental strength to face any new challenge from all area in order to keep improving myself. Had experienced dynamic changes towards operation process especially during Covid pandemic that start from 2019. Seeking a challenging position in a reputable organization to expand my knowledge and skills while making a significant contribution to the success of the organization.

SKILLS

- **Management**
 - i) Industry-specific technical knowledge (as a whole manufacturing process flow), Leadership, Planning and Organize, Decision Making.
 - ii) Industry-specific technical knowledge (focus on product performance and its process), Analytical and Critical Thinking, Attention to Detail, Data Collection and Analysis.
 - iii) People and business direction.
- **Research**
 - i) Technical instrumentation used: FTIR, SEM-EDX, microscope, color meter and etc.
- **Quality Management System (QMS)**
 - i) Manage and direct a documentation team for EU Medical Device Regulation (MDR) 2017/745 preparation based on ISO 13485:2016
 - ii) Maintain and update design file, shelf life (EN455-part4), transportation (ASTM 4169), storage and usability for all product registered under MDR.
 - iii) Collaborate with Regulatory Affairs (RA) department to complete Technical file including update of Instruction of Use (IFU) for each products registered.
 - iv) Auditee for any notified body (NB) and customer audit on yearly basis.
 - v) Handle and manage all enquiries by customer on their QMS documents/product related including provide letter of declaration (LOD) and letter of justification (LOJ).
 - vi) Skills apply: Good knowledge in standard and regulation, communications, understand customer and notified body requirement, attention to detail and ask right question.

ACHIEVEMENT

- Restructuring an organization towards business needed – 2019, 2020, 2023
- Successfully lead the oversea team on new production line commissioning – 2023
- Lead new production line installation and commissioning - 2022
- Being promoted in short of time from Fresh Engineer to Asst. Manager – 2020
- Clearing by reuse back 1,000 tons old chemical to become 1st grade product – 2019

EXPERIENCE

Aug 2023 – Present

Technical Manager – Head of Operation

Hong Seng Gloves | Sungai Petani, Kedah, Malaysia

Industry	Healthcare/Medical
Specialization	Manufacturing/ Project/ Production Operations
Role	Operation Manager
Position Level	Manager
Monthly Salary	RM11,000

- Reporting direct to CEO of the company.
- Provide direction, leadership, plan for development, corrective, and preventive action, identify root cause, ensure the policies, procedure and work instruction adhere to be applied.
- Responsible on retrenchment program for whole factory employee due to business constraints and change management.
- Get full trust from CEO of the company to plan Operation future direction.
- Oversee the Operations activities as Operation Manager in respect of supervision and work coordination for day-to-day operations and project modification.
- Be part of factory management team and work closely with them to understand their needs and priorities.
- Ensuring Operation team maintains factory grounds, production line, equipment, and asset (including raw chemical) in safe and function workspace for its occupants.
- Plan, draw outline and ensure full implementation of maintenance strategy and efficient management of resources.
- Understand financial requirements to create budget, adhere to the operating budget and propose on spending.
- Responsible for overseeing the retrofit, renovations, and project modifications by the Operations Team.
- Ensure compliance with the quality standards, self, and other department's Standard Operating Procedure (SOP).
- Ensures risk and compliance program can identify, detect, and overcome any threat landscape to the organization.
- Establish positive expectations with all level of stakeholders by providing constructive feedback and resolve any work concerns about non-compliance.
- Constantly partner other HODs, and work with Human Resources to keep the Operations Team engaged through constant communication and trainings.
- Responsible to carry out special projects and others, as instructed by the CEO.
- Suggested improvement plan to control current monthly company cost especially TNB electrical billing and worker OT payment.
- Reporting any abnormal thing happen inside production line for further improvement.
- Checking overall facility condition for the new modification planning towards overall process improvement.
- Prepare and report all improvement project need to be done in make sure manufacturing cost at the lowest level.
- Follow up on the employee arrangement.
- Follow up on the current glove stock and movement.
- Skills apply: problem solving skills, leadership, communication, decision making and technical knowledge.

Nov 2022 – May 2023

(7 months)

Project Manager – Project, Production and Operation

American Nitrile | Grove City, Ohio, USA

Industry	Healthcare/Medical
Specialization	Manufacturing/ Project/ Production Operations
Role	Project Manager
Position Level	Manager
Monthly Salary	RM33,000 (USD 7,500)

- Reporting direct to VP of the company.
- Being send to Ohio, USA to complete the new latex glove production line commissioning.

- Lead the team to set up of mechanical and chemical control.
- Lead, motivate, develop, and inspire the respective site's production operations' team in growth mindset and execute strong performance management system in the team.
- Securing continuous organizational development and a stimulating excellent working environment throughout the organization.
- Be a reference to related new fresh employee & engineer on any question towards production control by explaining in details especially on troubleshooting matter.
- Following up all machinery installation progress inside production line.
- Direct report to VP for any abnormal thing happen inside production line for further improvement.
- Responsible to ensure that the factory performance target are met, producing good quality gloves at efficient costs.
- Analyze and Plan the process flow of full operation towards maintaining high productivity and efficiency.
- Provide hands on training towards related employee on operation workflow.
- Skills apply: problem solving skills, leadership, communication, decision making and technical knowledge.

Nov 2021 – Oct 2022
(1 year)

Project Manager – Project, Production and Operation

GIIB Healthcare Sdn Bhd | Nilai, Negeri Sembilan, Malaysia

Industry	Healthcare/Medical
Specialization	Manufacturing/ Project/ Production Operations
Role	Plant Manager
Position Level	Manager
Monthly Salary	RM 9,300

- Reporting direct to CEO of the company.
- Communicated and suggest competitive strategy for the respective site's production operations in consultation with CEO.
- Studying and proposed project improvement plan towards industry 4.0 automation control.
- Provide hands on training towards related employee on operation workflow.
- Arranging 5S project to give better work flow for new related employee to follow and avoid any silly mistake happen in actual operation.
- Continue reporting to top management on factory progress on weekly and monthly basis.
- Regularly inspecting production line is always in good condition and machinery installation had been done in correct way.
- Manage the overall performance of the respective site's production operations, with ultimate accountability for the strategy, operations, capital Expenditure and overall operational expenditures.
- Ensure that all work activities are done in strict accordance with own department's work instructions and procedures to conform to both Quality and SHE system.
- Responsible to producing good quality gloves at efficient costs.
- Responsible to plan the workflow from the raw material to the physical finish goods product.
- Managing operation staffs from various departments by overseeing the performances and delegating tasks to staffs, ensuring all staffs are positive contributor to the factory.
- Work out the contingency plan to any issue would be faced during full operation.
- Analyse and Plan the process flow of full operation towards maintaining high productivity and efficiency.
- Ensuring all new products, product improvements, process improvements, product and process changes are documented and communicated correctly using the change control procedure / WI.
- Responsible to make sure factory area is safe.
- Analyse and Plan mechanical item including machinery installing and set up.
- Lead hands on training projects towards related employee on operation workflow.
- Meet up and discussing with suppliers to get best input towards mechanical and chemical usage & control.
- Prepared and following up on QA documentation matter from first stage to apply [ISO 13485:2016](#) Medical Device QMS certification.
- Lead the new line production dipping process and follow up till stabilize the quality.
- Liaise with Majlis, Bomba, DOSH for factory manufacturing license application.

- Skills apply: problem solving skills, leadership, communication, decision making and technical knowledge.

Aug 2021 – Oct 2021
(2 months)

Production Manager – Production and Operation

Aspen Glove Sdn Bhd | Kulim, Kedah, Malaysia

Industry	Healthcare/Medical
Specialization	Manufacturing/Production Operations
Role	Production Manager
Position Level	Manager
Monthly Salary	MYR 7,500

- Reporting direct to General Manager.
- Plan, manage and control overall productions activities to achieve daily production output.
- Take overall charge of all production's personnel.
- Liaise closely with General Manager and all section HOD/managers on the monthly production planning and ensure schedule of each order delivery is met.
- Manage and control overall rejection to achieve zero rejection rate.
- Ensure high productivity and minimum wastage. Minimize wastage of source raw material, natural resources, finish goods rejection.
- Plan and implement preventive maintenance for all dipping lines.
- Responsible for productions, former and production maintenance. Manage, communicate, and monitor the preventive maintenance schedule to ensure minimum unscheduled downtime, build good report and collaborate with PEM to understand and ensure the machine and equipment are in good conditions.
- Provide productions reports to General Manager timely to ensure all productions KPI are delivered. Ensuring output and quality of finished goods shall meet the required standards.
- Ensure all factories consumable are always available, to reduce downtime and maximize production time by coordinating with all departments.
- Plan chemical consumption and production schedule.
- Control discipline and headcount of departments.
- Plan, manage and communicate between shifts. Organize and re-deploy workers in times of emergency stoppage.
- Planning shift, manpower allocation and assessment of worker capability
- Provide proactive input of improvisation to the productions process flow in manpower management, utilities management and all related to productions.
- Ensure all the workers follow the safety rules and regulations in daily operations.
- Responsible to upkeep the cleanliness of plant and factory by organizing regular spot checks and organize cleaning workers.
- Take priority on emphasizing safety related matters in work place to inspire safety working environment.
- Identify the staff knowledge and skills gap. Provide input and suggestions to General Manager the training requirement for all the production workers. Train/ re-train them in their respective job functions as of whenever needed or in the yearly assessment event.
- Skills apply: problem solving skills, leadership, communication, decision making and technical knowledge.

Jan 2018 – July 2021
(3 years 4 months)

Assistant Manager – Production and Operation

Top Glove Sdn Bhd | Kulim, Kedah, Malaysia

Industry	Healthcare/Medical
Specialization	Manufacturing/Production Operations
Role	Upper Management
Position Level	Assistant Manager
Monthly Salary	MYR 6,100

- Report direct to General Manager.
- Innovative and forward-thinking Assistant Manager who direct and control overall production processes.
- To control all the dipping planning, downtime planning, any related trial run, product development, and to ensure continue produce goodquality glove with low efficiency cost. Also liaise with upper

management arrangement including business direction which all these is important financial acumen of P&L.

- To ensure production line continue run and produce good quality glove.
 - Given guide and lead all relevant Engineer/Chemist/Researcher on the improvement plan which usually will be use variance method including 7 Quality Tools especially on how to elaborate in details defect occurrence root cause.
 - Responsible on the production planning which is one of the key points in order to ensure our team continue to walk on our direction. Was given full responsibility to decide on any downtime planning to liaise with all relevant department (Production, Compounding, RASM, Former, Packing, R&D, QA) for any related job need or must be done in specific timeline.
 - To take care mentally & physically of all downline from variety of department in order to make sure they continue work as a team and not only firefighting when facing any problem/issue.
- i) Improve monthly production output at least 30% for NR & Synthetic surgical glove.
- ii) Improve monthly production output at least 40% for NR & NBR examination glove.
- iii) Transform old team working culture to new team working culture that meet with company direction.
- Started as Junior Engineer (MM4) and after two years working, was directly been promote to Senior Engineer (MM2) and after another one year, was promoted as Assistant Manager (UM5). With this quite short period of time, many challenges have been through especially when at one time factory PBT margin at -11% and going up to 20% average per month (before Covid period). There are many things have been done by production team until leads us to excellent result, including: Rearrange back departmental job scope and organization.
- i) Brave to try new things with proper study report and comparison.
- ii) Lead old mindset to try challenge and do new things.
- iii) Keep long travelling in order to closely follow up task on hand.
- Lead Engineer/Chemist/Researcher to follow up on glove quality matter including related to customer satisfaction by delivering the CAPAR, Customer Complaint reports, Change Control (any required changes) and Non-Conformance closure. Most important is to ensure to follow up on all the CA and PA taken in order to make sure production continue to follow and do what have been promised to customer.
- i) Improved the production defect (variance) DPM.
- ii) Cleared accumulated line latex from 1000 tote tank to 0 tote tank.
- Involved on new plant and line set up especially when fine tuning stage to get better control on glove parameter setting. Liaise and familiar doing brainstorming with different supplier including on the mechanical and chemical side.

Aug 2017 – Nov 2017
(3 months)

Industrial Trainee

Top Glove Sdn Bhd | Ipoh, Perak, Malaysia

Industry	Healthcare/Medical
Specialization	Quality Assurance
Role	Trainee
Position Level	Non-Staff
Monthly Salary	MYR 1,100

- Report direct to Senior Executive.
- Involved in QA production planning including manpower arrangement.
- Help to monitor the online quality issue inside production line.
- Prepare related documentation between QA and Production department.
- Completed at least 8 study case/project to improve current productivity in QA & Production department.
- Arrange training for basic introduction of MINITAB software to all related operation staff.

Education

Jan 2014 – Dec 2017

UniKL Malaysian Institute of Industrial Technology (MITEC)
Bachelor in Quality Engineering | Pasir Gudang, Johor, Malaysia.

Major	Quality Assurance
Pointer	3.2

Apr 2011 - Dec 2013

Multimedia College (Telekom Malaysia)
Diploma in Telecommunication Engineering | Taiping, Perak, Malaysia.

Major	Telecommunication
Pointer	2.8

LANGUAGES

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Bahasa Malaysia	10	10
English	8	9

ABOUT ME & ADDITIONAL INFO

Gender	Male
Age	30 Years Old
Nationality	Malaysia
Marital Status	Married
Spouse Name	Nor Nabilah Bt Ab Halim
No. of Children	1

Expected Salary	Negotiable
Preferred Work Location	Perak, Penang, Kedah.

REFERENCES

- i) Mr. Wong Weng Yew
Director
Hong Seng Gloves Sdn Bhd
012 321 8706
- ii) Mr. Lee Shin Hwai
General Manager
Top Glove Sdn Bhd
014 627 2696
- iii) Ts. Dr. Hj. Mohd Amran
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