

# Robert J. Craiglow

57 Hidden Creek Court  
Williamsville, New York 14221

H:(716) 689-6714 M:(716) 510-7402  
rcraiglow@hotmail.com

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## S U M M A R Y

A highly effective leader with an outstanding record of performance in the food industry. Organized, poised, customer focused, diplomatic and action orientated, delivers a strong reputation for cultural safety, people development, profit performance and practical, creative solutions that work. Possesses a broad based skill set and experience platform including full P&L operations responsibility in a senior position directing comprehensive operations functions. Exhibits excellent team building coaching skills and is particularly adept at adding value to businesses across a spectrum of cultural environments within an internationally owned organization. Responsible for and effectively managed multiple departments. Applies a unique blend of both strategic and tactical competencies to drive change management.

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## P R O F E S S I O N A L E X P E R I E N C E

### **H.C. Brill Company, Inc., Lancaster, New York (a CSM Company)**

**2005-2009**

*Leading bakery supply manufacturer for North American in-store and food service sales markets.*

#### **Plant Manager (2005-2009)**

Responsible for 110 hourly and 10 salary associates directly involved in the manufacture and distribution of over 600 sku's representing a broad array of glazes, fillings and icings for the North American bakery supply industry. Accomplished merger of Henry & Henry Inc. culture with H.C. Brill beginning in January of 2005. Developed evolving supply chain programs and policies to support legacy Brill methodologies while promoting best practice approach. Responsible for operating budget of \$10MM and over 70,000,000 pounds of annual production.

- Established and maintained a strong safety culture with zero LTA's since 2005.
- Developed a Safety Incident Response program to meet clear levels of safety policy expectations.
- Led the implementation of site specific vision and mission statements to support corporate goals.
- Coordinated the implementation of TPM/5S education throughout the operation.
- Developed disaster recovery plan for corporate using Buffalo as a prototype.
- Developed the operations management team for flexibility and focus to achieve outstanding safety, GMP, total quality, food safety standards, preventive maintenance, customer service and budget performance outcomes.
- Achieved uninterrupted A.I.B. Superior audit results from 2000-2008.

### **Henry & Henry Inc., Lancaster, New York (a CSM Company)**

**1980-2005**

*Nationally recognized bakery supply quality leader in the manufacture of exceptional glazes, fillings and icings.*

#### **Vice President Manufacturing (1984-2005)**

Responsible for and directed all operations activities supplying nationally recognized premium quality glazes, fillings and icings for distribution across North America. Sale of company in 1994 to CSM required transitional skills with continuation of policies and core principles. This alliance was maintained until 2005 when Henry & Henry fully merged with another CSM Company, the H.C. Brill Company Inc.

- Accomplished short and long term planning requirements to meet growth; expanded to multiple shift operation with all staffing accountability.
- Working across multiple departments, led efforts differentiating the Henry & Henry product brand from competition with creative process improvement and quality initiatives.
- Developed safety, total quality, food safety standards, HACCP, Kosher, regulatory, preventive maintenance and logistics/warehouse polices and procedures to support a culture of excellence.
- Led the executive management team in providing communications and feedback to all associates on a number of key performance indicators.
- Member of executive management team that led uninterrupted profitability performance from 1984-2004.

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## P R O F E S S I O N A L   E X P E R I E N C E (continued)

**Manager – Engineering (1980-1984)**

- Assessed operations needs and created supporting sanitation department to augment production needs.
- Established professional maintenance environment to support growing operations needs.
- Provided staffing design and budgeting to support enhanced and additional department requirements.
- Responsible for new facility design, build and implementation, on time and within \$3.2 MM capital budget.
- Coordinated full transfer of existing operations to new site with uninterrupted quality and customer service.
- Developed new processing optimization and start-up for continuous fondant based icings process center.

**Steel Contracting Corporation, Niagara Falls, New York**

*Regional industrial contracting firm specializing in pre-engineered buildings, process infrastructure support systems, equipment rigging and protective coatings applications.*

**Vice President**

Responsible for all activities including market development, sales, estimating, vendor qualification and installation of a variety of industrial projects within a union environment.

- Expanded market presence to include installation of air pollution cleaning systems.
- Accomplished growth in sales revenue and profitability.

**Engineering Manager**

Provided estimating, implementation and cost control on a variety of maintenance and new construction projects.

**The Carborundum Company – Electro Minerals Division, Niagara Falls, New York**

*Worldwide leader in abrasives manufacturing.*

**Senior Project Engineer**

Provided engineering support implementing capital projects. Fully accountable for project estimates and design.

**Worthington Corporation, Buffalo, New York**

*Manufacturer of industrial compressors and generation units.*

**Production Supervisor – Navy Building**

Responsible for on-time assembly performance for compressor shop components assigned to military sales.

**Project Engineer – Plant Engineering**

Provided operations engineering design-build support for foundry operations and machining operations equipment.

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## E D U C A T I O N

STATE UNIVERSITY COLLEGE OF NEW YORK AT BUFFALO, Buffalo, New York

B.S. Industrial Technology

STATE UNIVERSITY OF NEW YORK AT BUFFALO, Buffalo, New York

30 credits earned towards Masters in Business Administration

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## P R O F E S S I O N A L   D E V E L O P M E N T

Lean Manufacturing:

- TPM (Total Profit Management) - JIPM CSM BSNA Consultant
- 5S Training/Application

American Management Association

Dale Carnegie