

STEVEN M. SCHONOUR

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MANUFACTURING / PRODUCTION / CUSTOMER RELATIONSHIP / QUALITY

Customer and quality focused business manager with extensive organization and technical manufacturing operations experience in printing, packaging, converting, machining and plating industries. Primary technical contact for three national customer accounts, developed and managed multi-million dollar budgets, and directed over 65 employees. Drove continuous improvements to product quality and production efficiency, reduced operational costs and created increased customer satisfaction. Strong people skills; good communicator, motivator, and listener. Inspired team leader, builder, and facilitator; accomplished at motivating and leading others in union and non-union facilities.

Plan, direct and coordinate manufacturing operations, including: manage staff, control daily production activity, prepare and review work schedules, oversee manpower and equipment assignments. Analyze production results, implementing process and procedure changes that reduce costs, optimize performance results, and achieve department goals.

MANAGEMENT PROFICIENCIES

- Operations Management
- Productivity Analysis / Improvements
- ISO 9001, AIB Quality Systems
- Best Practices Implementation
- TQM, Lean, Six-Sigma, 5S concepts
- Customer Relationship Management
- Scheduling / Planning
- Trouble Shooting / Problem Solving
- Strong Safety Background
- Highly Organized / Detail Orientated

EDUCATION

Rochester Institute of Technology (RIT), Rochester NY
Bachelor of Science – Business Management, Technical Operations

ATTRIBUTES / ACCOMPLISHMENTS

- ✓ **Manager** of three internal departments at **Quebecor World**; accountable for **four million dollar budget control**; directed **five Supervisors** and **65 hourly union employees**, 24/7, 365.
- ✓ **Supervisor** of production employees; promote and train safe work practices, review work instructions and schedules, assign manpower and equipment, inspect materials and products, manage inventory, and resolve operational issues.
- ✓ **Served as primary technical contact for National customers including Wal-Mart, CVS, and Lowe's**; bi-monthly travel to their corporate headquarters and 19 manufacturing facilities to participate in C-level projects to enhance manufacturing capabilities, effectiveness, and flexibility; advance product quality; amplify customer satisfaction levels; and lower operational costs.
- ✓ **Converted Best Buy account from a \$224,600 loss to a \$323,000 gain (a \$547,600 positive impact)** by modifying ink consumption.
- ✓ **Member of Quebecor World Core Team** that wrote and implemented ISO compliance documentation and procedures, securing **ISO 9001, and 9002 Certifications**.
- ✓ **Proposed, justified, secured approval for, and completed a \$1.1 million upgrade** of existing manufacturing equipment to state-of-the-art technology.
- ✓ **Helped design and institute** comprehensive customer-specific **Product Quality Procedure Manuals** that standardized quality-related production and inspection procedures across a thirteen plant manufacturing platform.
- ✓ **Subject Matter Expert (SME)** on the 13-plant **U.S. Gravure Platform Optimization Team** that developed and attained company-wide cost savings and quality enhancements that resulted in a **\$1.5 million EBIT contribution**.
- ✓ **Member of Quebecor Buffalo Fire Brigade**, serving in a **first responder** capacity.

PROFESSIONAL EXPERIENCE

Production Manager Keller Bros. & Miller, Inc., *Buffalo, NY (05-12/2011)*

- **Established** Access based scheduling system; directed daily production centers; coordinated outsourcing activity; assisted in customer service functions.
- **Initiated** process mapping of key plant production sequences to improve productivity.

Production Supervisor Cello-Pack Corporation, *Buffalo, NY (05-12/2010)*

- **Managed all plant activity on the "B" shift** (12-hour shifts).
- **Accountable for 40+ employees**; direct and coordinate employee/equipment activity; production requirements; quality check all production; resolve operational issues.

Consultant, Business Manager Durkin Heat & Cool, Inc., *Buffalo, NY (06/2009-05/2010)*

Restructured and reorganized a family business increasing sales by 40% and service revenue by 33%. Instituted scheduling system, improved Quick Books accounting, eliminated wasteful spending, enhanced customer payment collections, and promoted vigorous marketing /advertising programs to increase revenue stream.

Pressroom Manager Flexo Transparent, Inc., *Buffalo, NY (03-05/2009)*

- **Responsible for five Supervisors, 50 hourly union employees**; implemented new production control procedures, training program, and waste reduction initiatives.

Retail Corporate Quality Manager Quebecor World, Inc., *Depew, NY (12/2006-12/2008)*

- **Promoted to Corporate Quality Team** consisting of four managers, each responsible for national retail accounts. Working from home, traveled 50% to **Wal-Mart, Lowe's, and CVS** headquarters; facilitating print quality, production, and "best practices" project management/communication among Quebecor World manufacturing and sales operations, suppliers, and customer sales and purchasing executives nationwide.

Pressroom Supervisor / Manufacturing Analyst Quebecor, *(2002-2006)*

Manager Sheet-Fed, Prepress & Cylinder Manufacturing Quebecor, *(1997-2001)*

Superintendent – Gravure Cylinder Manufacturing Quebecor, *(1993-1997)*

Manager, Cylinder Manufacturing Arcata Graphics, Inc., *Depew, NY (1985-1992)*

Production Manager Alco Gravure, Inc., *North Hollywood, CA (1983-1985)*

TRAINING / DEVELOPMENT / COMPUTER SKILLS

ISO 9001 Training, Quebecor, annually

Process Mapping, Quebecor

Facilitating for Results, Quebecor

Staub Peterson HILS (High Impact Leadership Seminar)

Kepner/Tregoe Problem Solving / Decision Making

McKinsey Solutions BEST Teams (Business Excellence Solutions Teams)

Computer Skills: **Access**

Excel

Power Point

Word

AFFILIATIONS

New York State Security Guard License (NYS Security Clearance)

Buffalo Bills Security / Contemporary Services Corp. (CSC)

Gravure Association of America (GAA)

Buffalo Club of Printing House Craftsmen (BCPHC)

National Ski Patrol (NSP)