

Tim Kneller BA (Hons), CMILT, MAPI

Summerhill Oast, Battle Lane, Marden, Tonbridge, Kent, TN12 9AH
E-mail: tim.kneller@adventum.co.uk Home: 01622 833291 Mobile: 07939 035784

A Logistics and Supply Chain Interim Project and Programme Manager

PROFILE

- Experience to board level in Logistics, Supply Chain and IT throughout Europe.
- Extensive experience of retail, e-commerce, FMCG and wholesale supply chains.
- Background of delivering successful projects and programmes across both public and private sector in a diverse range of industries and product ranges.
- Third party and own account logistics in ambient and temperature controlled environments.
- Highly numerate and analytical with proven ability to develop practical solutions.
- An effective man manager with well-developed stakeholder management and team building skills.
- Record of getting to grips with problems quickly and implementing effective and sustainable change.

KEY SKILLS

Logistics and Supply Chain

- Strategy development and implementation
- Warehouse relocation and consolidation
- Outsourcing to mail, parcel, pallet and full third party solutions
- Supply chain review and optimisation
- Pan-European logistics and supply chain
- Internet retail fulfilment
- Functional specification, implementation and review of Warehouse Management Systems

Project and Programme Management

- PRINCE2 Certified Practitioner
- Managing Successful Programmes (MSP) Registered Practitioner
- Management of multiple projects
- Process improvement and cost reduction
- ERP implementation of SAP, JBA and Movex
- Business re-location and European start-up
- Development of Warehouse & Transport operational planning system

INTERIM ASSIGNMENTS from Jan 1995 to Sept 1996 and Jan 2000 to present

Costa Limited –from March 2013 to October 2013

- **Project Manager** for opening Costa's first equity owned stores outside the UK in France.
- Developing project plans, identifying and documenting risks and issues.
- Project managing through 6 workstream leads for the initial phase of opening 6 stores in the Paris area.

Costa Express –from January 2012 to March 2013

- **Project Manager** for implementation of 700 Costa Express coffee vending machines in Shell sites.
- Developing project, resource and training plans, identifying and documenting risks and issues.
- Initial phase of 300 machines across the UK in seven weeks, building to 700 by year end, vending in excess of 250,000 drinks per week.
- **Project Manager** for coffeeheaven, Costa's brand in Poland.
- Setting up infrastructure, sub-contract implementation and engineering support, logistics for equipment and ingredients, as well as in country brand support.
- Installation of 120 coffee machines in Shell Petrol stations across Poland.

DHL – Non Food Retail from September 2011 to November 2011

- **Project Manager** for implementation of potential customers in Customer Gateways.
- Developing project and resource plans, identifying and documenting risks and issues for Customer Gateways (airlines & trains) pipeline, using DHL's project management methodology DePICT.

Technicolor Home Entertainment Services from March 2011 to September 2011

- **General Manager** for the Sainsbury's entertainment warehouse, operated by Technicolor, distributing DVDs, CDs, Computer Games and Peripherals and Books to all Sainsbury's stores.
- 20,000 SKU's shipping 35 million units pa, all unit picked, and processing returns to stock (reverse logistics) of c30% of shipped units.
- Brought in to ensure service delivery and bring costs under control, both of which were achieved, with savings in excess of £100,000 per month.

SCI-MX Nutrition – part time consultancy role from November 2010 to February 2011

- **Project Manager** for this fast growing sports nutrition supplier to all the major supermarkets, assisting them to design a Logistics solution to support their growth and their customer base.
- Specified and selected Software as a Service Warehouse Management Software.
- Implemented controls and planning tools, as well as devising warehouse layout.

Technicolor Home Entertainment Services from February 2010 to September 2010

- **Project Manager** for the successful onboarding of Warner Bros. Home Video into their UK operation as part of a global move from Warner's current manufacturing and distribution provider to Technicolor.
- Project Managed the interface requirements from Warner's SAP system into JBA and the required enhancements in JBA and Technicolor's WMS to meet Warner's requirements.
- Recruitment and training of staff, stock transfer and the physical set up, including operational processes.
- Shipped over 500,000 units in the first week post go-live.

Defence Storage and Distribution Agency (DSDA) from June 2007 to April 2009

- **Project Manager** for a portfolio of projects on delivery of the Future Defence Supply Chain Initiative; a programme which reduced posts by 2,100, costs by £400 million & lead time by 75%.
- Closed 7 Regional Distribution Centres, integrated their activities into the existing distribution hubs.
- Concurrently with the RDC closures, worked with the management of the Bicester distribution hub and other project management resources to implement previously agreed lead time reduction.
- Managed implementation of switch from own fleet to 3PL mail, parcel and pallet deliveries.
- Project managed the development and implementation of a bespoke central planning system for scheduling DSDA's warehousing and transport operations.
- Determined business requirement, from which functional specifications were developed; gained sign off from the business, recruited and managed a team of developers to deliver the requirement.
- Developed test and implementation plans and agreed with the business.
- Managed testing, cut over, implementation and post go-live support.
- Setting up, recruiting and, for a short time, managing the Central Planning Department.

Sage Publications – part time consultancy role from July 2007 to August 2010

- **Project Manager** for the relocation of Sage's warehouse from Silvertown to Peterborough.
- The role included looking at the potential for relocation in 2008 and 2009, then locating a new building and guiding the Project Team through the project to a successful completion before peak in 2010.
- Undertook the fit out of a new building and completed the move without any disruption to customers.

Wolseley PLC from August 2006 to November 2006

- **Logistics Project Manager** building a generic costing model to enable projection of the economics of operating distribution facilities for various different product categories.
- Utilised the cost model to undertake feasibility studies for a European Pipe storage and distribution centre and for a UK storage and distribution centre for timber products.

Panasonic UK from July 2004 to May 2006

- **Programme Manager** and acting as Team Leader for Sales and e-business streams of SAP implementation for Panasonic UK which went live on time and within the £16m project budget.
- Devised and documented overall project methodology and control processes using PRINCE2 and IBM ASAP principles and utilising MS Visio and MS Project.
- Mapped current processes, performed gap analysis, blueprinted enhancements and interfaces.
- Monitored realisation, co-ordinated all phases of testing, planned and executed migration.
- Assisted Reporting Team with selection of business intelligence tools for SAP.

Allders from March 2003 to December 2003

- **Project Manager** brought in following the MBI of this department store group to devise and implement a logistics fulfilment strategy and for six months acting as **General Manager**.
- Planned and implemented consolidation of product from two in house and one third party operations; the stock planning and subsequent re-layout and re-racking of warehouse to accommodate apparel, housewares and general merchandise in place of furniture and electricals.
- Re-organised the bed delivery operation including outsourcing the home delivery.
- Mapped current processes, developed alternatives and implemented new operating methodology.
- Re-configured warehouse management system to optimise the benefits of the new methodology.
- Planned and executed all changes whilst maintaining service to the business throughout, including peak Christmas trading period.
- Devised and implemented revised management structure and shift operating patterns.
- Project resulted in a saving of over £1m in distribution costs.

UniFood Limited Throughout 2002

- **Change Manager**, a major consultancy project to re-engineer the warehousing and customer fulfilment for this food wholesaler supplying the hotel and catering trade.
- Implemented procedures & KPI's to engender Total Quality, enhance service levels & control costs.

LDH (La Doria) Limited from March 2001 to October 2001

- **Operations Director** with board responsibility for Supply Chain, Logistics and IT, managing change in each area for this £100m turnover supplier of dry goods to the major grocer retailers.
- Changed logistics service providers; relocating 30,000 pallets, whilst maintaining customer service.
- Project managed the relocation of the Company headquarters from North London to Alconbury.
- Project Manager for the implementation by my team of business intelligence tools from Cognos.

Figleaves.com from January 2000 to February 2001

- **Director of Logistics** developing logistics strategy for a successful and fast growing, predominantly Internet, mail order and catalogue, direct to consumer retailer with a unique business model.
- Conceived and developed a pioneering, cost effective, flexible and scalable multi-warehousing methodology to support the UK and International fulfilment strategy.
- Specified, sourced and planned implementation of IT systems to support the warehousing strategy, whilst integrating with front and back office systems, utilising web enabled technology.

Nurdin & Peacock from March 1996 to September 1996

- Produced Invitations to Tender for National Distribution Centre.
- Co-ordinated tender processes negotiated with contractors & selected recommended contractor.

Mölnlycke from January 1995 to December 1995

- Formulated distribution strategy for this health care client to include use of third party contractors.
- Produced Invitations to Tender for National Distribution Centre & co-ordinated the tender and selection processes.
- Project managed establishment of National Distribution Centre; with line responsibility for distribution for the duration of the implementation.

PERMANENT CAREER

1997 – 1999 **Operations Director** **Converse EMEA**

- Headed Supply Chain, Logistics and IT functions throughout Europe, Middle East and Africa (EMEA) for this branded footwear and apparel business.
- Re-engineered forecasting and purchasing of seasonal fashion stock in the region, saving \$3m pa.
- Consolidated European warehouses into a single operation in the Netherlands, saving \$1.5m pa.
- Implemented ERP system (JBA) in all Western European subsidiaries within 18 months.
- Implemented standardised European IT infrastructure and pan-European Business Intelligence Tools.

1996 – 1997 **Key Account Manager** **Exel Logistics**

- Primary client executive for retailer **Storehouse**; responsible for the commercial relationship, developing additional revenue opportunities and ensuring operational service delivery.
- Devised optimal network for integrated distribution to **Bhs** and **Mothercare**.
- Improving in-store availability by improving planning with merchandisers, working closely with Christmas Shop team, auditing suppliers' logistics capabilities and changing to fit Storehouses' needs.
- Project Managed implementation of two Warehouse Management Systems for export stock.

1990 – 1994 **Regional Operations Manager** **Harris Distribution**

1988 – 1990 **Distribution Manager** **Holt Lloyd Limited**

1981 – 1988 **Various positions – see below** **Frigoscandia Limited**

- 1986 – 1988 **Cold Store Manager** - King's Lynn
- 1984 – 1986 **Project Manager**, working for Technical Centre, Helsingborg, Sweden
- 1982 – 1984 **Distribution Manager** - South Kirkby
- 1981 – 1982 **Industrial Engineer** - South Kirkby

1977 – 1981 **Senior Work Study Officer** **CWS Ltd**

EDUCATION & PROFESSIONAL QUALIFICATIONS

Bachelor of Arts with Honours in Business Studies (Class 2.1) from Sheffield graduating in 1981
PRINCE2 Foundation and Practitioner
Managing Successful Programmes (MSP) Foundation and Practitioner
Certificate of Professional Competence (CPC) in National and International Road Transport Operations
IWSP (now Institute of Management Services) Graduate Certificate at Sheffield Polytechnic

PERSONAL

Chartered Member of the Chartered Institute of Logistics and Transport
Member of the Association of Professional Interims
British citizen
French and Italian speaker
Previously security cleared (BC)
In my spare time I race pre-war racing cars, am a Director and President Elect of The Vintage Sports Car Club and Chair of their Race sub-Committee.