

Low, Boon Khoon

Contact Info

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Personal Particulars

Age : 46 years old
Date of Birth : 3 Nov 1969
Nationality : Malaysia
Gender : Male
Marital Status : Married with 2 children

Permanent Residence : 15, Jalan Mutiara Barat 2, Taman Mutiara Barat, 56000 Kuala Lumpur, Malaysia

Educational Background

Bachelor's Degree

Field of Study : Bachelor of Science
Major : Chemistry - First Class Honors
Institute/University : University Malaya
Graduation Date : 1994

Employment History

An Hong Trading (1989 – 1990)

Position Title : Store Clerk

University Malaya (Apr 1993 – Jul 1993)

Position Title: Research Assistant

Pacific Engineering (Jul 1994 – Dec 1994)

Position Title: QC Executive

Nestle Products (M) Sdn Bhd (1995 – current)

Position Title : Central Factory Warehouse Manager
Position Level : Senior Manager
Industry : FMCG
Duration : 22 Year

Work Description: Employment with NESTLE

Jan 1995 – Dec 1996: Management Trainee

Jan – July 1995: Shah Alam Factory

- Shift production Executive in Milk Powder Manufacturing

July – Mar 1996: Shah Alam Factory

- Resource Unit Executive – Production planning for Infant Cereal manufacturing

Mar – Dec 1996: Petaling Jaya Factory

- Technology Unit – New product development, Recipe Management, Manufacturing trial.
- Special project – implementation of Production downtime tracking tool.

Jan 1997 – Feb 1998: Shift Production Executive

Shift Production Executive for MAGGI 2 minutes Noodle: Batu Tiga Factory

Leads, manages and coaches a team in the EXECUTION of all manufacturing activities.

KEY ELEMENTS

- Managed all processing, filling and packing operation in a shift or a day
- Ensured production SOP's are flawlessly executed; manufacturing conditions are respected, trouble-shoots and resolves manufacturing deviations
- Managed all line quality control activities in a shift (sampling, analysis, sensory evaluation).
- Managed all routine shift maintenance, including 'juggling' priorities to free up lines / equipment for maintenance
- Ensured all production KPIs/KRAs are met
- Participated and leading in the implementation of Continuous Improvement projects
- Project Team member – implementation of BPCS – production control module. Team Lead for MAGGI Noodle plant

Feb 1998 – Aug 1998: Local Team Member for NESTLE Productivity Team (Vevey)

KESAN project Local Team member: Cost saving and productivity project for Shah Alam and Raja Muda factory (Milk Powder, Infant Cereal, RTD, Coffee and Beverage Mixes (3in1))

Achievements:

- Overall total saving achieved- ~ RM 5.6 mio.
- Key projects:
 - o Training and development of C.I. tools to the factory teams
 - o Implementation of cost saving tracking and analysis tools
 - o Cost Savings: Net weight control, Line efficiency, Warehouse optimization, packaging improvement, cost of non-Quality
 - o Productivity and process improvement: Developed and implemented "Excel" tools for planning – interface between BPCS system and Excel, First Time Quality tracking tool, Maintenance tool, Downtime tracking etc.

Jan 1999 – Aug 2000: International NESTLE productivity Team member (Vevey)
<p>Jan – Apr 1999 : London, UK – Coffee Factory (Hayes)</p> <ul style="list-style-type: none"> - Follow-up and review visit for UK’s Coffee factory on “Performance and Engineering project” <ul style="list-style-type: none"> o Implemented Downtime tracking tools and process to review and identify the area of improvements – <i>KPI – Line Performance and output increased.</i> o Established Engineering Maintenance and spare parts management tools. <p>May – Jun 1999 : Slupsk, Poland – Coffee repacking and Milk processing</p> <ul style="list-style-type: none"> - Cost saving and knowledge transfer of <u>C</u>ontinuous <u>I</u>mprovement tools and techniques to Local Industrial Engineer. <ul style="list-style-type: none"> o Cost Saving achieved: ~ 3 mio PLN o Projects – Net weight control, Manufacturing losses, Downtime improvement, First Time Quality, improved SOP and implementation of C.I. Tools and techniques. <p>Aug – Dec 1999: Iowa, USA – Beverages Mixes factory (Wavely)</p> <ul style="list-style-type: none"> - Operation Improvement project <ul style="list-style-type: none"> o Cost saving achieved: ~ 1.3 Mio USD o Identified and improved manufacturing losses, established C.I. Teams and productivity improvement. <p>Jan – Jun 2000: London, UK – Pet foods factory (Southall)</p> <ul style="list-style-type: none"> - Promoted as Group Leader <ul style="list-style-type: none"> o Leading, coaching and motivate the project team members. o Implemented and achieved project objective – cost saving (implemented 50% of the total identified saving) and process improvement. o Established cost saving tracking and people development of the Local Industrial Engineer.
Aug 2000 – May 2001: Senior Industrial Performance Executive – Chembong Factories (MY) – MILO, Chocolate Confectionery and Ice Cream
<p>I.P. - Head of department (report to Factory Managers)</p> <p>Main Responsibilities:</p> <ul style="list-style-type: none"> - Established Industrial Performance department and people development – Industrial Performance Executive - Implemented C.I. culture, developed and facilitated the production team for improvement projects – C.I. Team - Co-ordinate and support implementation of Factory cost saving initiatives to achieve yearend target. - Developed system to track Factory KPIs and identified area of improvement.

Jun 2001 – Feb 2003: Industrial Performance Manager – Shah Alam Complex and BT Factory (MY) – Coffee, Infant Cereals,

I.P. - Head of department (report to Factory Managers)

Main Responsibilities;

- Implemented C.I. culture, developed and facilitated the production team for improvement projects – C.I. Team
- Co-ordinate and support implementation of Factory cost saving initiatives to achieve year end target.
- Developed system to track Factory KPIs and identified area of improvement.
- Factory's budgeting
- Special Projects:
 - o Assist and ensure the development & implementation of production planning programme for Regional supply – Infant Cereal manufacturing
 - o Developed planning and production (MPS/DPS) performance reporting tools.
 - o Assist and co-ordinate the Infant Cereal – planning program with “Brighrivers” consultant
 - o Factory's project coordinator for SAP – Go-Live.
 - Established process and system for SAP implementation
 - Developed and coordinate the SAP training for all Factory staffs
 - Co-ordinate the SAP implementation – Data management, Production reporting, Established Warehouse and production storage location as per SAP requirement, Production planning module and co-ordinate the SAP roles assignment.
 - Ensured full implementation of SAP – Testing, cutover and Go-live activities.

Mar 2003 – Mar 2007: Demand & Supply Planning Manager – Supply Chain Division (Head office)

Mar 2003 – Aug 2003:

Project Leader and Super User– SAP – APO: PPDS module – MPS/DPS production planning:

- Fully implemented the SAP-APO: PPDS module to all MY NESTLE Factories
 - o 7 Factories (10 Manufacturing plants)
 - o Developed MPS planning models (Master data set-up, Resource Capacity and planning Heuristic etc.) by plant.
 - o Developed SAP-APO PPDS user guideline and training module
 - o Trained all Supply Planners and Factory production planners
- Overall achieved project timing and results show a lower inventory, fresher stock to the market.

Sep 03 – Dec 2010: Demand & Supply Planning Manager

Managed product categories:

Sep 03 – Mar 05 : Chocolate Confectionery, UHT, Cans Drinks and Breakfast Cereals

SKUs : 130

Number of subordinates : 6 planners

Mar 05 – Current : Coffee and Beverages

SKUs : 120

Number of subordinates: 3 planners

Roles and Responsibilities:

Formulates, plans, analyses and maintains optimum demand and supply networks, systems and policies to ensure product availability in the right quantity, at the right location, at the right time and at the lowest total cost. Scope of work is within defined business, product category or customer group.

Key Elements:

- Defines planning networks with source and target plants, transport lanes, lead time and related production parameters and other parameters for demand & supply planning. Ensure an optimum demand & supply network that is integrated to respective business areas with synchronized information and coordinated transactions
- Manages the process of Distribution Requirement Planning by defining planning processes to meet different requirements e.g.: Make-to-order, Make-to-stock, Replenishment for Domestic and Inter-Market supply.
- Evaluates and reviews Stock Cover Policy to support a best-balanced demand and supply plan.
- Manages the process of Demand planning where planners analyze and produce forecasts for planning by coordinating regular reviews with Generating Demand (Sales and Marketing) stakeholders to achieve a consensus and coordinated actions in future plans.
- Manages Planning Capacity in local manufacturing and identifies constraints in the future, Manages processes between weekly production planning and daily scheduling for continuous monitoring and improvement
- Formulates and implements Best Practices in Planning processes and system with an emphasis on weekly planning
- Plans and oversees the administration of subordinates training, development and knowledge transfer in planning processes and systems.
- Co-ordinate and ensure timely supply of New Product Launches. Manages NPD processes (Import) and coordinated actions to meet the product launch timing and quantity.
- Other knowledge and Skills:
 - o Manufacturing, Logistic, Purchasing, Operation & distribution, Customer Service, Product knowledge, Marketing & Sales.

KPIs

- **Customer Service Level**
- **Stock cover within MIN and MAX stock level**
- **Minimize stock-out**
- **% Demand planning accuracy**
- **% Master production attainment**
- **% Stock Freshness – 95% of total inventory is < 3 months old.**
- **OPL / business achievement**

Achievements:

- **Developed and trained Demand and Supply Planner - Super-User**
 - o **Enhancement and knowledge transfer.**
- **Developed and initiated the stock freshness report. Weekly report with inventory snapshots has assisted with visibility and actions.**
- **Involved heavily in Inter-market SAP-APO Samebox (SAP-APO Integrated system with other Nestle affiliated companies) coordination and preparation**

with excellent results at Cutover

- Improved planning processes with 3rd Party manufacturing
- Improved lead time for Make-to-order from 9 to 6 weeks.
- Improved overall Inter-market supply lead time and stock holding. Achieved Fresher stock and Export inventory levels.
- Project Team member for SAP-upgrade project – co-ordinate and participated in cut over activities, training and knowledge transfer.
- Managed supply constrained and participated in investment proposal.
- Participated in SAP-APO Demand Planning Module and process implementation –
 - o Reviewed Baseline with Sales and Marketing,
 - o Integration of CRM with Demand Planning and
 - o Implementation of Demand planning process – Sales and Marketing Review Meeting, Monthly Forecast review and Weekly Demand and Supply Review.

Training courses attended:

- Pack Change workshop
- Prime Elements of Supervision
- Nestle Costing course – MY and CH (Vevey)
- BPCS – basic training
- HACCP training
- MCE course – Belgium
- Nestle Productivity Team – Project Leader and Group Leader workshops
- SAP – Training:
 - o General SAP training
 - o Technical and production module
 - o Material Handling module
 - o SAP – Globe best practices
 - o SAP – APO:
 - Demand planning module
 - Supply Network Planning module
 - Production Planning/Details scheduling – MPS/DSP module
 - o SAP – APO – upgraded workshops (Indonesia)
 - o SAP – APO – Samebox and Inter-market supply network workshop (Thailand)
 - o SAP – APO – Integrated Generating Demand and Demand planning workshops.

Apr 2007 – Mar 2010 : Senior Demand & Supply Planning Manager – Supply Chain Division (Head office)

Upgraded current position and roles & responsibilities remain unchanged.

Integrated into Coffee and Beverages Business Unit and report to *Business Executive Manage.*

Enhancement of job scope as Supply Chain coordinator/contact in Business Unit.

Mar 2010 – Dec 2010 : Senior Demand & Supply Planning Manager – Supply Chain Division (Head office)

Promoted to higher grade as of Apr 2010 – Roles & Responsibilities remain unchanged.

Report to Group Demand & Supply Planning manager (Supply Chain Division) and dotted line to Business Executive Manager.

Jan 2011 – Feb 2012 : Group Demand Planning Manager – Supply Chain Division

Supply Chain Division - Senior Management

Leads the Demand Planning team to establish a Consensus Demand Plan for the respective category taking into account the Base Demand Plans, Uplifts and Impactors, as well as leading the Monthly Business Planning (MBP) process to ensure sustainable level of Demand Plan Accuracy and Bias as part of Supply Chain's responsibility in fulfilling customer demand and organizational needs.

- **Total Company Demand Planning**
- **12 direct report – Demand Planners by Business Units / key customers**

Feb 2012 – Jun 2015 : Senior Procurement Manager (Raw Materials)

Finance Division – Senior Management

To lead and develop procurement strategies of raw materials (Ingredients and Commodities) required by Malaysia and Singapore Region with average total spend of MYR1 bio.

Team Lead for Procurement of Raw Materials – Managing the strategic buying, commodities, P2P and supplier relationship management etc.

- **5 Direct report (4 x Strategic Buyers and 1 admit assistance)**

Sep 2014: Change of Division to Supply Chain Division.

Jul 2015 – current : Central Factory Warehouse Manager (Group Logistic)

Group Logistic – warehouse manager (Automatic Warehouse ~ 12,500 Pallets space)

To lead and manage the finished product Warehouse operations (inbound, inventory, outbound etc.). And improvement of the SRMs efficiency by reduce the downtimes.

The main objective is to develop and implementation of the upgrade of the CFW automation system – SRMs (~ 30 years old machines).

- **CAPEX submission and approval**
- **Developing the project master plan, tender documents, supplier / system selection etc.**
- **Implementation of the project (2017) – Installation, commissioning, start-up etc.**

- Project management

Current Salary packages: As of April 2018

Monthly Salary : 20,199 x 13 months

Transport Allowance : 3,800 / month

Housing interest subsidy : ~ 1,350 / month

Tel subsidy: 200 / month

Variable bonus : ~ Max 3.4 month (Average ~ 1.5 months)

EPF: 16%

Annual Leave: 24 days

Others : interest free car loan(bal outstanding 33k), medical for spouse& dependents