

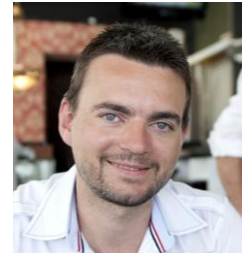


## KAAN ERSOY

Buyukcekmece, Istanbul

+90 532 702 06 08

[ersoy\\_kaan@hotmail.com](mailto:ersoy_kaan@hotmail.com)



*Please scan for LinkedIn profile*

### Summary

20 years experienced, self-motivating, hardworking, purposeful, and highly presentable team leader equipped with analytical mind-set, effective verbal and written communication skills, extra-ordinary innovative approach and competent management adequacy. Very familiar to work with multiple reporting lines. Equity and honesty is a must, strong planning and flexibility is a key to adopt rapidly changing conditions. Background has various examples of success stories which are results of personal capabilities supported with high level education and to-the-point trainings. Believes in "situational leadership" where coaching and consulting goes hand to hand.

### Work Experience

#### TESCO SOURCING – TK HUB

##### Senior Technical Manager

**May 2016 – May 2022**

Headed all technical and quality operations for Turkey and Egypt region for clothing (Garment Technology, Production Technology, Factory Standards and Final Inspections).

- Reduced EPWs straight to zero in 2017, from 7 in 2015 and 4 in 2014, by re-structuring the internal technical team, building up strong Supplier QC Teams and establishing proper ways of working across all technical processes in production during 2015 and 2016. (EPW= Emergency Product Withdrawal)
- Organised 7 TCQC trainings throughout in 6 years, to both keep existing certified QCs refreshed and add more where there is a need. Total of 172 QCs have been certified during these programs.
- Achieved a company-wide record, 100% employee engagement in 2020 and 2021.
- Empowered all suppliers to work sampling processes directly with UK-Tech teams and 32 factories with self-inspection (total 40) and got 34 factories receive BLUE Rating (highest possible) from technical audit.
- Improved RFT in 3rd Party inspections up to 98% in 2021 from 92% in 2019 by implementing a robust way of conducting hanging inspections and setting-up an approval flow to make sure all goods are pre-inspected before submission to 3rd Party inspector.
- Build up a smart online system to display production start and finish dates and highlighting current production status in real-time for all placed orders. System provided full visibility and easy access to production status for Tesco Tech Team which help them to plan their random visits effectively.
- Conducted studies together with Costing Engineering Team to reduce unit costs mainly by re-engineering the products to reduce labour and material costs, implementing lean production activities to improve factory efficiencies and developing methods to reduce SMVs.
- Developed and implemented a "traceability audit system" to be randomly conducted across supply base to make sure production is fully transparent and traceable from fabric to packed garments in a factory which also helped to reduce risks of unauthorised subcontracting issues in the region.

- Acted as a Core Team Member in building PLM (Product Lifecycle Management) – System for Tesco Clothing, representing all Sourcing Hubs globally from technical aspect. Engaged starting from design and development of the system till colleague trainings and full implementation.
- Implemented weekly Risk Assessment Meetings across suppliers, where all department leads get together to review newly received orders in the beginning, to foresee bulk production risks earlier, improve construction to make the design more production-friendly and to conduct garment engineering to reduce unit cost.

## **C&A SOURCING – TK HUB**

### **Regional Quality Manager**

***Nov 2014 – May 2016***

Headed all technical and quality operations for Turkey and Egypt region (Garment Technology, Fabric, Production Technology, Factory Standards and Final Inspections).

- Reduced testing failures by 50% by implementing "Risk Assessment Meetings" in development stage to foresee risks early as possible.
- Reduced warehouse final inspections by 25% by developing strong and reliable "Supplier Final Inspection Teams", establishing "Process Control Systems" in factories, building up performance monitoring system for "End Quality Control" teams in factories.
- Re-defined "C&A Supplier Self Inspection Program" by leading global project team.

## **LI&FUNG LIMITED– TK HUB**

### **Divisional Quality Assurance Manager**

***Jul 2010 – Nov 2014***

Headed QA Management of various customers (total of 150 Mio EUR-annual T/O) with a team of over 30 inspectors and technologists, including fabric.

- Decreased customer returns by 40% in the first year, by working out individual corrective action plans with factories and implementing "Colorized QC Stickers" method which guarantees all pieces in the shipment to be %100 checked precisely.
- Developed and implemented "QC Pooling System" across departments which helped company to manage the same size of business with 20% less people (24 i/o 30) and boost knowledge sharing between teams.
- Together with IT Team, created a web-based platform (OTM - Order Tracking Management) to manage critical path efficiently and seamlessly, in real time for merchandising teams.
- Prepared a 3-hour comprehensive training on "Textile Printing" with various videos, animations and samples. Training has been greatly admired, so had to deliver it once again in LF and then later on in further roles in C&A and Tesco as well, reaching a total of 150 audiences in 4 separate sessions.
- Build up a central software to record and manage each sample's lifecycle until final customer approval, to acquire a better work-planning for garment tech team and track supplier sampling quality & punctuality performance.

### **Assistant Manager - Quality Assurance**

***Jul 2008 – Jul 2010***

Coordinated field QCs cross-divisionally, supported Quality Manager for fabric problems and testing failures.

- Created a laboratory software to fully digitize the testing processes and automate report creation and sharing processes which brought in a remarkable efficiency into lab team.

**Technical Specialist - Quality Assurance****Jun 2006 – Jul 2008**

Conducted final inspections, overviewed QC performance, followed up customer complaints.

- Acted as the TK Hub SME (Subject Matter Expert) for the "Global Mobile QC Project" with objective of creating the first "apparel inspection software" in the industry. After 2 years of development, training and implementation stages, we have been able to digitize all our inspection processes (inline and final).

**SABANCI GROUP / EXSA-UK LTD. (International Trade Division of the Group)****Market Development and Sales Specialist****Jun 2004 – Nov 2005**

Conducted regular customer visits, developed market with new customers.

- With the help of the knowledge from previous role, visited several new potential customers and by the end of second year, have been able to develop a 3,5 Mio USD/year account, all with brand new customers.

**BATEKS A.S. (Knitting Machines, Spare Parts and Lycra® Yarn Sales)****Project Manager – Market Research****Jun.2003 – Aug.2003**

Managing market research on jersey production, coordinating of a group of 6 interviewers and as well handling a portion of the interviews.

- Have built a team of 6 from classmates and managed whole project where over 1000 jersey fabric production units have been visited in 3 months around Turkey. The outcome of the research has provided an invaluable data and potential customer portfolio to Bateks.

**Education**

**University:** İTÜ Textile Engineering (2000 - 2004)

**High School:** Beşiktaş Atatürk Anatolian H.S.

**Seminars, Trainings and Certificates**

<b>Name / Topic</b>	<b>Date</b>
ISO 9001 Internal Auditor Training, <i>by Intertek India</i>	Jan.2022 (4 Days)
Supplier Economics (Factory Production Costing), <i>by Enviva, in Tesco Academy - UK</i>	Jun.2019 (2 Days)
Lean Manufacturing, <i>By RBC-India</i>	Sep.2018 (3 Weeks)
The Complete Skilled Negotiator Training, <i>by The Gap Partnership, in Tesco Academy - UK</i>	Jan.2017 (5 days)
Physical and Chemical Testing Training <i>by SGS</i>	Jan.2015 (5 Days)
Training of Trainer, <i>E&amp;R Education and Management</i>	Apr.2012 (1 Day)
Customer Focused Service, <i>E&amp;R Education and Management</i>	Jan.2012 (2 Days)
Coaching Approach in Management	Oct.2011 (1 Day)
Capacity Building for Sustained Compliance, <i>by Fukumi Hauser</i>	Aug.2011 (2 Days)
Pattern and Grading Workshop, <i>ABST Institute - GERMANY</i>	May.2007 (5 Days)
CHT Printing Workshop, <i>CHT HQ - Germany</i>	May.2010 (5 Days)

**MS Word** : Good

**MS PowerPoint** : Excellent

**MS Excel** : Excellent (Including macro usage)

**English Language** : Fluent Speaking, Strong Writing