

# Laith Al Lahham

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## EXPERIENCE

### Al Khayyat Investment Group, UAE — Head Of Supply Chain & Services

Jan 2021 - Present

- Create, implement, refresh the functional strategic plan & implement appropriate programs to address evolving business requirements or issues, collaborating with Group & other divisions, regions, carriers, freight forwarders & other supply chain partners.
- Constantly review external trends & identify internal opportunities for continuous improvement. Align development plans for managers to the functional strategic plan to create structure, accountability, responsibility & focus.
- Oversee routine, disciplined operational reviews that cascade through the organization to all levels enabling rapid escalation of issues for resolution & improved performance.
- Achieve all agreed targets for People (safety, absence, engagement), Customer Service (OTIF, serviceability), Business Process (order fill rate, forecast accuracy, waste management), Financial (OPEX, CAPEX, inventory days)
- Leverage available resources & set the benchmark for project management, planning and execution using Lean, right first time, approaches to eliminate waste & failure.
- Lead the implementation, ongoing management & effectiveness of the Sales & Operations Planning program.
- Promote & develop tight integration between planning, logistics & other operations areas & optimize performance in schedule attainment, adherence & on time delivery.
- Ensure capacity & capability plans for staffing levels, IT solutions & outsourcing are timely, cost effective, operationally effective & support customer requirements.
- Guide Information System strategy & development for Supply Chain Operations, including (WMS) (ERP), Forecasting & Transportation Management.
- Ensure distribution warehouses are sized, designed & staffed properly in line with future requirements for volume, handling, storage, shipping & value-added service.
- Perform all company business in accordance with regulations, company policies & procedures & demonstrate high ethical & professional standards with business contacts.
- To oversee & lead the Client Services & Strategy teams as they manage & grow existing client accounts

## SKILLS

- Project Management
- Process Control
- Business Optimization
- Microsoft Excel
- Presentations
- Navision
- SAP experience
- O'Neill WMS
- Odral & green dot (fleet management systems)
- Leadership
- Communication
- Staff Training
- Process Improvement
- Cost Analysis
- Employee Satisfaction (BES)
- Customer satisfaction (NPS) / DPMO
- Oracle
- Manhattan WMS

## CERTIFICATIONS

- CSCP - Certified Supply Chain Professional
- European Business Competence License – Level A
- Material Logistics Supply Chain Management, MIT
- Professional Manager Program

## **Air Liquide, UAE — Logistics Manager**

May 2017 - Jan 2021

- In charge of the logistics operations of the entity in accordance with company standards & procedures.
- Supply chain coordination done in line with customer needs & satisfaction
- Participates, leads improvement projects and actions to drive Supply Chain efficiencies
- Logistics budgeting, cost analysis & Monitoring of Supply Chain department cost in order to meet company cost saving initiatives & reporting the same to the head office
- Responsible for the monitoring & improvement of the Road Safety of the company & Safety behaviours (MEAI)
- Analysing & Planning of logistics trips in line with the supply & demand of the company
- Monthly presentation on complete logistics figures, achievements & areas of improvement to General Manager
- Implementation of fleet management system (Odral) on a hub level (MEAI)
- In charge of training of safety procedures, logistics processes, SoP
- Creation of SoP of Logistics & Operations Department
- Keeping track of updates regarding national & international import & export legislation
- Ensure my team is up to date with new local laws regarding transportation laws
- Ensure collection of empty assets on customer site when rotation is not happening
- Liaise and negotiate with suppliers, manufacturers, retailers and consumers both local and international.
- Inventory Management, Asset Rotation & Stock Level inCharge

## **Infofort “ Aramex LLC “, UAE — Logistics Operations Leader**

July 2013 - May 2017

- Managing logistics and cross-functional projects from concept to completion
- Accountable for end-to-end aspects of Operations Management, including process planning / Lean Six Sigma projects within logistics operations, policy / procedure implementation, seamless workflow management and allocation of tasks.
- Initiating cost saving projects by eliminating non value added processes & re-engineering of the same.
- Participate in logistics projects related new business strategies by coming up with new relevant tools, techniques for lean functioning of project teams
- Collect & analyze data of logistics operations to draw conclusions for senior management
- Design logistics models in order to improve our services and meet customer satisfaction.
- Lead the Capacity planning process (Strategic & Operational level) based on the demand forecast & inventory strategy
- Budgeting and overseeing staff responsibilities and involved with their training and development.
- Support of software solution deployments from concept through live phase
- Manage compliance of standard procedures for logistics operations (procedures, productivity measures, KPI's, quality standards, work instructions)
- Continuously improve warehouse operations through the use of lean process implementation

## **LANGUAGES**

Fluent in English & Arabic

## **EDUCATION**

### **University of Jordan, Jordan— Bachelor of Industrial Engineering**

September 2007 - June 2012

## **PROJECTS**

- **Logistics Solutions Development GreenDot System planning and Scheduling**
- **Warehouse Capacity Modeling Aramex international— South Africa Division**
- **Distribution Network Design— ENBD Bank Collection Process**
- **ODRAL Fleet Management System - Air Liquide Group**
- **Sub Group Leader for Air Liquide Cluster**
- **I Drive, I Care Road Safety Program Cluster Champion - Air Liquide**