

# Christopher Fuller

**Dedicated to continuous improvement through quality processes**

Saint Paul, MN

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I have more than 30 years of experience using project management, quality assurance and continuous improvement skills to create and maintain lean, effective business processes.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Production Manager/Continuous Improvement Specialist**

Buddy's Kitchen - Burnsville, MN - October 2014 to December 2015

#### Responsibilities

- Supervised startup procedures for the 65,000 sq ft production facility
- Performed daily startup inspections including at least once per week with a USDA inspector
- Worked with Line Leaders to meet daily output/quality goals
- Provided training and support for Line Leaders with a variety of tech tools
- Coordinated with the QA department to address non-conformances and associated corrective actions
- Coordinated with the Maintenance team to complete and document routine and preventative maintenance
- Procured everyday operating supplies from multiple vendors including Uline, Grainger and US Foods
- Worked with production team to manage resource needs (equipment, people, power, etc) for eleven production lines
- Led Kaizen activities including root cause analysis
- Worked with multi-cultural staff including non-native English speakers

#### Accomplishments

- Led initiative to implement industry standard continuous improvement (CI) software (RedZone-[www.rzsoftware.com](http://www.rzsoftware.com))
- CI initiatives resulted in record high daily production line outputs
- Introduced new time-tracking tool to allow iPads to become employee time clocks, which allowed for improved allocation of labor
- Worked with Supply Chain team to improve scheduling and reduce material shortages
- Worked with R&D team to develop and implement scheduling procedures for sample runs, reducing disruption to normal production

#### Skills Used

- Ability to communicate with everyone in a diverse workforce from the Leadership Team to the line workers
- Ability to complete tasks on schedule
- Follow regulatory requirements
- Understand Continuous Improvement concepts including conducting Kaizen activities
- MS Office tools
- Ability to learn, implement and train others on a variety of software platforms

### **Quality Assurance Manager**

Buddy's Kitchen - Burnsville, MN - January 2010 to October 2014

#### Responsibilities

- Supervised a team of QA Techs to complete food safety and food quality checks
- Addressed non-conformances and corrective actions with the production team
- Trained the QA Tech team and line staff to meet the requirements for GFSI certification through SQFI
- Distributed Spec Pages, first by paper then later electronically
- Liaison with pest control service provider (Ecolab Pest) to insure corrective actions were taken and effective
- Involved in all external audits, including those by customers and regulatory (USDA, FDA, MN Dept of Agriculture)

#### Accomplishments

- Named to the HACCP team that developed the food safety program
- Named to the Quality team that developed the food quality program
- Named to the Safety team, which implemented procedures that led to 0 OSHA non-conformances in most recent inspection
- Named to the Crisis Management Team, and coordinated a mandated recall operation
- Created the concepts and format for HyperSpec meetings, held to coordinate new product introductions across multiple departments; this led to increased conformance to specifications
- Led initiative to implement industry standard software tool (Safe Food 360-[www.safefood360.com](http://www.safefood360.com)) to manage all aspects of quality assurance and food safety programs
- Managed daily sanitation program to meet industry and regulatory food safety standards
- Liaison with production team to implement food quality and food safety programs
- Part of the QA leadership team that achieved and sustained SQF Level III certification

#### Skills Used

- Ability to communicate with everyone in a diverse workforce from the Leadership Team to the line workers
- Ability to complete tasks on schedule
- Follow regulatory requirements
- Understand Continuous Improvement concepts
- MS Office tools
- Ability to learn, implement and train others on a variety of software platforms

### **Director of running and walking events**

GBS Sports (DBA The Sporting Life) - Saint Paul, MN - January 1984 to March 2014

#### Responsibilities

- Managed events for 50 to 5,000 participants
- Year-long calendar included overlapping event timelines
- Procured equipment including T-shirts, post-event food, tents, tables, chairs and entertainment
- Procured services including police, paramedics and race day staff
- Specialized in working with ad hoc teams where training must be streamlined and focused
- Consultant to events for non-profits including Race for the Cure, the Arthritis Foundation and Scholarship America

#### Accomplishments

- Post-event surveys showed that 95% of our participants were likely or very likely to do the event again, and the same percentages say they will recommend the event to others
- Events named as Minnesota Championship events for USATF Minnesota for more than 20 years
- Certified Festival Manager through the Minnesota Festivals and Events Association (MFEA)

#### Skills Used

- Database management (more than 20,000 participants)
- Project management
- Volunteer recruitment
- Ability to complete tasks on schedule
- MS Office tools including MS Access database tool
- Survey tools
- Email marketing tools
- Web site design
- Certified Social Media Strategist

## EDUCATION

### **Bachelor's in Mathematics and History**

Macalester College - Saint Paul, MN

## SKILLS

Microsoft Office (10+ years), Project Management (10+ years), Continuous Improvement (6 years), Quality Assurance (6 years), Production Management (1 year)

## LINKS

<http://www.ctollerun.com/episode.php?e=7>

## AWARDS

### **Pat Lanin Distinguished Service Award**

January 1996

Awarded by the Minnesota Distance Running Association (MDRA)

## CERTIFICATIONS

### **HACCP**

### **SQF 2000 System**

### **CPR/AED**

February 2016

### **Certified Festival Manager**

## GROUPS

### **Phi Beta Kappa**

May 1981 to Present

#### ADDITIONAL INFORMATION

In my spare time, I have been a trainer and coach for long distance runners. I am a certified high school coach, as well as being certified by USATF and Chi Living (Chi Running and Chi Walking). I enjoy helping others to learn and grow.