

# RICHARD NEWELL

## Operations Manager

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Operations manager with nine years of experience in manufacturing and distribution. Currently running the day-to-day operations of a 140-person warehouse and production facility turning over £22 million annually. I've cut costs, fixed broken processes, and built teams that actually stick around — staff turnover on my watch dropped from 34% to 12%. I'm at my best when something isn't working and needs sorting out.

## EXPERIENCE

### Operations Manager, Samworth Brothers, Leicester

Jan 2021 – Present

Manage all production, warehouse, and logistics operations at a chilled food manufacturing site supplying Tesco, Sainsbury's, and M&S.

- Oversee **140 staff** across production, packing, warehouse, and distribution — 3 shift patterns, 6 days a week
- Reduced unit production cost by **8.3%** over 2 years through lean manufacturing initiatives and waste reduction
- Improved on-time delivery from **91% to 98.7%** by restructuring the dispatch scheduling process
- Cut staff turnover from **34% to 12%** by introducing structured onboarding and quarterly performance reviews

### Assistant Operations Manager, DHL Supply Chain, East Midlands

Mar 2018 – Dec 2020

Supported the site manager at a 300,000 sq ft distribution centre serving a major fashion retailer.

- Managed a team of **65 warehouse operatives** across pick, pack, and dispatch functions
- Led a slotting optimisation project that reduced average pick time by **22%** and saved £140,000 annually
- Ran the peak season planning for Black Friday and Christmas — processed **180,000 orders in a single week** with zero SLA breaches

### Shift Supervisor, XPO Logistics, Lutterworth

Jun 2016 – Feb 2018

Supervised a night shift team of 30 at a pallet distribution hub handling goods for B&Q and Screwfix.

- Responsible for **nightly throughput of 4,500+ pallets** — consistently hit 99%+ accuracy
- Trained and onboarded **12 new operatives** and promoted 3 to team leader roles
- Reduced forklift near-miss incidents by **40%** after introducing a pre-shift safety briefing system

### Warehouse Operative, Next Distribution, Enderby

Jan 2015 – May 2016

Pick and pack operative at Next's main distribution centre in Leicestershire.

- Consistently exceeded pick rate targets by **15-20%** — promoted to team lead within 8 months
- Selected for the **continuous improvement team** that mapped and streamlined returns processing

## EDUCATION

HNC in Business Management, Leicester College, Leicester

Sep 2014 – Jun 2015

Part-time study while working full-time. Modules in operations management, supply chain, and people management.

## SKILLS

Production & Warehouse Management, Lean Manufacturing & Continuous Improvement, Team Leadership (100+ staff), Budget & P&L Management, Health & Safety (NEBOSH), KPI Reporting & Performance Management, Supply Chain & Logistics, Supplier & Contractor Management, ERP Systems (SAP, Oracle), Workforce Planning & Scheduling

## CERTIFICATIONS

NEBOSH National General Certificate, National Examination Board in Occupational Safety and Health

Mar 2019 – Dec 2019

ILM Level 5 Certificate in Leadership & Management, Institute of Leadership & Management

Jan 2020 – Sep 2020

Lean Six Sigma Green Belt, British Quality Foundation

Jun 2021 – Dec 2021

## LANGUAGES

English (native)

## PROJECTS

Lean Manufacturing Programme – Samworth Brothers

Jun 2021 – Jun 2023

Led a 2-year programme to embed lean practices across the Leicester production site.

- Ran **8 kaizen events** focused on changeover times, waste, and line balancing
- Reduced unit production cost by **8.3%** and food waste by 14%
- Trained **22 team leaders** in 5S methodology and visual management

Built and executed the operational plan for Black Friday and Christmas peak at a major DC.

- Hired and trained **45 temporary staff** over a 6-week ramp-up period
- Processed **180,000 orders in peak week** — zero SLA breaches and 99.6% accuracy

## REFERENCES

**Paul Dimmock**, Site Director, Samworth Brothers, paul.dimmock@samworthbrothers.co.uk, +44 7700 900 832

**Angela Mistry**, General Manager, DHL Supply Chain, angela.mistry@dhl.com, +44 7700 900 519

## EXTRA CURRICULAR ACTIVITY

Coach – Wigston Town FC Under-14s

Sep 2021

Head coach for a youth football team in the Leicester & District League. Manage a squad of 18 players and run two training sessions per week.

STEM Ambassador – Leicester Schools

Mar 2022

Visit local secondary schools to talk about careers in logistics and operations. Done 6 school visits in the past 2 years.