

Dr. Michelle Rae

A highly motivated and confident leader, an effective communicator and enthusiastic team player - who takes all actions with integrity and accountability.

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Employment:

Zalando Sept 2018 - Head of Product Quality and Safety

- In charge of quality and safety strategy of all products across 1800 brands, Partner Programme and Private Label Brand within the largest ecommerce company in Europe.
- Directly in charge of 3 corporate teams in HQ with indirect personnel of 17. Responsible for 48 indirect personal at distribution centres across Europe to lead and develop a continuous improvement plan to gather valid data to enable accurate KPI to drive quality improvement programme with suppliers and warehouses.
- Responsible for the returns programme of 14million units per month, the correct classification, training,....

Edinburgh University April 2017 – July 2018 Research Associate

- CiC funded project linking medical expertise and textiles to develop the theory from PhD work into a class 1 medical product ready for market.
- Driving and developing a new product, through research and testing, to collecting wearer information.
- Honourary NHS contract to enable patient interaction and gather information.
- Directly responsible for all deliverables of project, planning, presentations, data gathering and analysis.

Berendsen March 2016- March 2017 Production Manager

- Directly responsible for 67 employees in production, their health and safety, training and wellbeing. Ultimately responsible for OPTIMA and OTIF of the plant ensuring that all KPIs were met on a daily basis.
- Responsible for all training matrixes and deliverables. Developing new programmes to drive lean manufacturing through the business.
- As a senior manager, responsible for the health and safety of the plant as well as ensuring first aiders training and cover.
- Heavily involved in external and internal auditing, ensuring that compliance was met at all times to ensure ISO 9000 status remained as well as food standards, waste standards, WECO costs were managed at all times and consistently reviewed for improvements.
- Directly involved with top clients and managing the accounts, including visiting on a regular basis and ensuring that the customers' demands were met.
- Problem solving when new product types came into the factory, assessment of wash and effect on the product quality and longevity.
- Setting up of testing regime to ensure compliance for protection of customers in work wear division.

Harris Tweed 2014-2015 Consultancy

- Several deliveries of consultancy workshops on Isle of Lewis in Specifications (Fabric, Testing, Manufacturing, BOM), Sourcing (supplier relationships, agents, TOE, code of conduct, master supply agreements), Quality (AQL, Statement, Manual, Inspection Methods, Measurement charts, E-commerce), Material Utilisation and marker efficiency.

Heriot Watt University
Researcher/Lecturer

September 2012 – EST. April 2016

PhD

- PhD research in medical textiles – The functionality of Anti-Embolism Stockings. Looking at the evaluation of existing AES, developing an improved test method and investigating the impact of different knit structures and elastane yarns on the pressure exerted.
- Lecturer in Garment Technologies and Production Management to undergraduate students, covering topics such as seam types, specifications, innovative technologies, construction techniques, critical paths, material utilisation, quality, SMV, GSD and Design Hazard Analysis.

Levi Strauss

March 2006 - July 2012

Product Specialist

- Manage a team to cover all production coming into Europe's biggest distribution centre. Covering all product ranges to gain clear visibility on risks to consumer/product longevity. Manage and co-ordinate multiple teams on weekly/monthly basis, drive and direct global meetings.
- Responsible for forming, building and maintaining relations and communication of any issues and concerns for UK, Ireland, Spain, Turkey, Eastern Europe and Russia.
- Coaching and training to ensure that we have the right workforce and to talent build. Carry out training sessions to local and international teams. Continuous influencing and motivating of people whilst keeping an awareness of health and safety and morale at a high.
- Building relationships with local and international companies i.e. SGS, ITS, SEKO to allow for collaborative quick turnaround of external work.
- Provide weekly/monthly reports on performance and present quarterly to the management team.
- Prepare and deliver presentations to the business on issues throughout the season and cost implications.
- Compile all claims to contractors - ensuring accurate financial data. Working with SAP integrated business system – involved heavily with invoicing and vendor compliance.
- Working on premium range and ensuring that the risks associated throughout the product evolution are managed in the correct way and ensuring that product is delivered on specification.
- Responsible for the creation, update and maintenance of the quality manual for the premium range for use throughout the Global Supply Chain.
- Trained the quality management team in Eastern Europe and Romania and oversaw and monitored the implementation and performance.

Nike Europe

October 2004 – November 2005

Quality Engineer

- Responsible for the analysis of new ranges to ensure their manufacturability and prevent any quality issues from the initial design process.
- Actively managing and driving any quality related issues that arose, ensuring containment and solutions were found. Investigation into the root cause and implementation of preventative action plans.
- Involved in many projects and presentations to facilitate and support the business with regards to new and existing technologies.
- Continual research and keeping up to date with the textile world to remain innovative and feed into the innovation department.

Levi Strauss

January 2002 – October 2004

Quality Co-ordinator

- Responsible for contractors based in Europe and continuously monitor the quality performance based on agreed key performance indicators.
- Travel to all contractors in Europe, North Africa and Russia on a regular basis and communicate new procedures and processes to ensure correct quality is achieved through auditing quality processes.
- Ensure that all development activities at the supplier are executed according to product brief and technical specification.
- Communicate production processes to the contractors- liaising with owners, directors, pattern makers, sundries departments, fabric engineers and designers.
- Constant decision-making regarding the approval/rejections of prototypes, samples and mass production.
- Involved in the launch of a new factory in Russia. Responsible for the 500+ workers in terms of training on quality standards, guidelines and processes. Trained key personnel and oversaw the change process.

- Responsible for 3 departments - the planning of the washroom, deliveries and despatch of goods.
- In charge of 19 members of personnel and was responsible and morale of the team.
- Implemented groundbreaking new finishes into the business, this involved co-ordinating large teams, holding meetings, designing machines and work areas, training the team and ensuring high quality output.
- Part of my role was Sundries Co-ordinator. This included control of all stock, ordering, booking in, transfer and stock checks. This ensured a smooth flow of shipments globally.
- Held a quality engineer role for contractors in the UK, ensuring that any time study engineering issues were dealt with promptly and in line with Levis Standards.
- Member of Quick Response Team – to deal with urgent customer requests and ensure consumer satisfaction.
- Reviewing processes to ensure lead-times were kept to a minimum and processes were developed to reduce unnecessary steps.

Higher Education:

Heriot-Watt University

BSc (Hons) Textiles with Marketing

Graduated July 2000 achieving First Class Honours

Achievements:

- Awarded the 3rd Year prize from the Incorporation of Weavers of Glasgow for recognition of outstanding achievement.
- Received a prize from Accordis for being the best third year student on the BSc (Hons) Textile Course.
- Awarded the 4th Year James Hogarth prize for being the best fourth year honours student.
- Freedom of the City of London, as a member of the Worshipful Company of Framework Knitters
- Awarded Graduates Teaching Oscar 2015
- Awarded Barry Byford Award from the Worshipful Company of Framework Knitters

Further Education & Training:

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| • Qualified GSD engineer. (General sewing data) | Jan 2002 |
| • Time Study Course | Feb 2003 |
| • Leading High Performance Teams | August 2003 |
| • Project Management | October 2004 |
| • RAM Safety Training Program | November 2004 |
| • Presentation Skills | October 2004 |
| • Screen Printing and Textile Printing Applications | March 2005 |
| • Intermediate Excel | Feb 2010 |
| • Basic Employment Law | April 2011 |
| • Performance Management | July 2011 |
| • Handling Discipline | August 2011 |
| • Leads 1, Leads 2 (teaching courses) | 2013/2014 |
| • Expert Witness Training – Report, Courtroom | April 2020 |

Additional Information:

- I.T skills – Word, Excel, PowerPoint, Outlook, Baan, Wips, Mandate.
- Clean driving licence.
- Prepared to undertake business travel.
- Basic Italian and French.

REFERENCES: Available on Request