

Curriculum vitae: Susan Grinsted

Career

Since 1996 - Consultancy, training and education in production and supply chain management, working with companies such as Coca-Cola, Philip Morris, BAT, TNK-BP, British Midland Airways, BG Group and others, particularly in the CIS.
Director of Burman Associates, a supply chain consultancy.

Training assignments have included:

- Delivery of logistic-related training modules for Yukos, TNK-BP and Rosneft in Russia, including warehouse management, inventory management, supply chain risk management
- Development and delivery of a training programme in procurement methods for Philip Morris Almaty in conjunction with a French colleague.
- Development and delivery of a 5 day programme for production and production-related (quality, maintenance, warehouse etc) managers and supervisors from Coca Cola in Uzbekistan, Kirgizstan and Azerbaidjan, using materials adapted from a programme specified by Coca Cola.
- Development and delivery of a suite of production-related training courses for production supervisors/managers of RJReynolds International (now Japan Tobacco International) in Chimkent, Kazakhstan and St.Petersburg, Russia

Education assignments have included

- MBA modules in logistics management for Helsinki School of Economics (HSE)
- BScBA modules in logistics management and operations management for the International Business School at Mikkeli, Finland, part of HSE
- BA and MBA modules in Operations Management and Supply Chain Management for ESC Rennes, France
- Delivery of DBA supply chain workshops for senior managers at Jaio Tang University, Shanghai, China
- Supervision of BA, MBA and executive MBA dissertations for ESC Rennes France, Hogeschool Zeeland, Netherlands, and HSE Finland.

Consultancy assignments have included:

- Development of performance measures for the supply side of the Commercial Department of British Midland Airways Engineering
- Development of an implementation plan for self-managed work teams (SMWT) at BAT, Samarkand, Uzbekistan
- Production audits in SME across Tunisia, detailing recommendations for improvements to these manufacturing businesses, on behalf of Euro-Tunisie Entrepise in Tunis. [In French]

- Development of a comprehensive set of recommendations for reducing the level of inventory and increasing the level of service of spare parts inventory at British Midland Airways Engineering.
- Providing support to young consultants and the production companies in which they were working in Moldova (TACIS project) over a period of 5 months in 2002).

1992-1996 Lecturer in Industrial Management and Programme Manager, MA in International Business, Rennes Business School, France (ESC Rennes)

Implemented the MA programme; taught production management, international operations management, operations research methods and information systems at BA and MBA levels. Administrative responsibility for 300 students in 20 countries.

1983-1992 Senior teaching fellow, Warwick Manufacturing Group, Engineering Department, University of Warwick. Teaching, consultancy and research.

- Teaching industrial engineering and production control on M.Sc programmes for professional engineers with 5-15 years experience and production supervisors on other development programmes, from companies such as Rover, British Aerospace, Lucas, Westland Helicopters, Rolls-Royce.
- Computer simulation modelling of production facilities to clarify rules for managing operations and to check feasibility of major capital investments, and other consultancy projects in major GB companies, including Rover Group, Avon Rubber, IMI Refiners, British Airways (using See Why and Witness).
- Advanced manufacturing feasibility studies for local companies

1981-1983 Production controller, Alcan Safety Glass Ltd, Leeds, 50 employees, turnover £3 million, designed and implemented a manual control system, reduced raw materials stock by 40%, increased yield by 10%, improved delivery reliability.

1980-1981 Productivity Investigator, Alcan Plate Ltd, Birmingham, 1000 employees, turnover £50 million, engaged in process development projects, e.g. validation of a computer model of the rolling mill, in-line strip annealing process, implementation of integrated shop floor work reporting system.

1979-1980 Assistant Metallurgist, Alcan Plate Ltd, Birmingham, responsible for releasing armour plate to Ministry of Defence; development, testing & certification of new alloys.

Professional memberships

Member, Council of Supply Chain Management Professionals, USA

Corporate Member, Institute of Engineering and Technology, GB

Member, Institute of Operations Management, GB

Member, European Operations Management Association

Fellow, Institute of Logistics and Transport, GB

Languages

<u>English</u>	mother tongue
<u>French</u>	very good oral and written
<u>German</u>	was excellent – could be re-activated
<u>Russian</u>	intermediate social

International assignments: have been undertaken in India (6x), Hong Kong 4x), Uzbekistan (over 30x), Kazakhstan (over 20x), Russia (over 20x), Ukraine, Moldova (4x), China and Tunisia for periods of 3-12 weeks. Shorter assignments – Azerbaidjan, Egypt, Trinidad, Philippines.

Visiting Professorships

Helsinki School of Economics and Business Administration, since 2000 (BBA, MBA, B.ScBA)

ESC Rennes, France, since 2001 (BA, MBA)

Education and professional qualifications

1992 Chartered Engineer, Institute of Engineering and Technology, GB

1990 Ph.D in Production Engineering, University of Warwick, GB “The use of simulation to investigate heuristics for alternate routing in manufacturing systems”

1978-79 Advanced Course in Production Methods and Management, University of Cambridge Engineering Department, GB (non-award bearing Master’s level project-based programme)

1978 B.Sc Metallurgy and Materials, University of Birmingham, GB