

## PATRICK J. KLEIN

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### PROFILE SUMMARY

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Senior supply chain executive with demonstrated success in strategic operational assessment, process optimization, technology implementation and leadership/staff development.

### AREAS OF DEMONSTRATED EXPERTISE

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Strategic Planning	Operational Assessment Consulting
Warehouse Operations	Inventory Control
Transportation/Distribution	Technology Assessment/Implementation
Project Planning/Execution	Policy Formulation/Implementation
Budget Planning/Control/Forecasting	Process Improvement
Staff Sourcing/Training/Supervision	Motivational Leadership
Team Building	Customer Compliance Fulfillment
RF Technology	Pick to Light Systems
Check Weigh Systems	Engineered Labor Standards
Pay for Performance	Facility Maintenance
C-TPAT Voice Directed Picking	A-Frame Technology
3 PL Outsourcing	Facility Design/Relocation
Cycle Counting	Activity Based Costing
Logistics	Multiple Facility Oversight
Facility Decommissioning	

### EXPERIENCE

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#### Andover Brands: Tukwila, Washington 05/22 - 12/22

##### *VP Operations*

- Oversee warehousing and multiple facilities. Plan, direct, and coordinate all the day-to-day activities within the operations and warehouse.
- Responsible for performance improvement, productivity, and budgets of departments.
- Responsible for the overall direction and administration of all company business operations, programs and services.

## **DockHigh Logistics: Sumner, Washington 11/19 - 5/22**

### *President-Managing Director*

- Responsible for the overall direction and administration of all company business operations, programs and services.
- Set strategic direction of the company and develop organizational policies, working directly with owner to ensure company achieves its financial and growth objective
- Ensure the company lives its established Vision and Mission.
- Develop and maintain a positive company image and positive relations between the company and key customers, vendors, and the business community.
- Create and maintain an efficient and effective organizational structure
- Foster a company culture of exceeding customer expectations, dedication, enthusiasm, celebration, can-do, mutual respect and trust, camaraderie and keeping it real!

## **Progressive International Corporation: Kent, Washington 10/99-5/19**

### *VP Logistics (12/03-5/19)*

- Responsible for developing and executing a comprehensive logistics and distribution strategic plan which supported company growth from \$30MM to \$65MM.
- Drove optimal customer service by implementing best practices in distribution--systems integration and optimization, inventory control, demand planning, and SKU optimization.
- Managed seven direct reports including: Purchasing Manager, IT Manager, Customer Service Manager, Pick/Pack supervisor, Operational Supervisor, Compliance Coordinator, Inventory Control Analyst.
- Ensured the most effective and efficient logistics solutions for the varied business units—particularly Sales and Marketing--by proactively meeting their needs, establishing credibility across organization.
- Implemented new WMS and RF technology resulting in significant reduction in labor \$\$'s/line processed as well as significant accuracy improvements.
- Designed layout for new distribution facility and coordinated relocation of entire facility including racking while shutting down operations for only 3 working days.
- Subleased 25K square feet of excess capacity in facility to generate \$210K in company revenue.
- Outsourced major customer distribution to a third-party logistics provider (3PL).
- Initiated “zero workplace violence” and drug testing policy, as well as new PTO program and employee evaluation process.
- Developed an extensive site emergency plan.
- Implemented a labor performance gain-sharing program.
- Sourced and implemented Voice directed picking solution.
- Facilitated C-TPAT certification and subsequent validation.
- Introduced and facilitated Activity Based Costing. VP Distribution (10/00-12/03)
- Managed all customer service and consumer support in addition to warehouse distribution and logistics duties.
- Implemented 3rd party distribution source to reduce contract labor costs by 30%.

- Managed all facility supplies purchasing.
- Ensured all regulatory and compliance measures were met.
- Resourced pepper/salt mill filling to reduce product availability lead times and improve inventory accuracy.

*Director of Distribution (10/99-10/00)*

- Responsible for the overall strategic direction and operation of 235,000 sq. ft. facility.
- Coordinated logistics from China to customer delivery in North/South America.
- Managed entire facility maintenance.
- Total re-profiling of warehouse locations based on velocity report and infinity analysis.
- Drove operational excellence and best practices to enhance productivity by 20%.
- Developed and managed a solid team of warehouse staff of 20 people.
- Implemented new TMS resulting in \$225K savings in 18 months.
- Improved facility space utilization to close out 3 outside storage locations resulting in \$10K/month savings.

**Amway Regional Distribution Center: Kent, Washington 6/87-10/99**

*Regional Service Center Manager (5/96-10/99)*

- Responsible for entire center operations and customer service to Northern California, Oregon, Washington, Idaho, Montana, Alaska.
- Managed 2 Managers and 29 hourly staff and \$7 million annual operating budget.
- Planned, coordinated and executed closing of California regional service center and relocated customer pick-up operation from Santa Ana to new facility in Buena Park.
- Facilitated implementation of Activity Based Costing.
- Developed performance and accuracy standards that significantly improved productivity.

*Warehouse Operations Manager (6/87-5/96)*

- Managed all aspects of multi-functional and fully automated distribution facility.
- Developed and controlled \$1.1 million annual expense budget.
- Coordinated systems implementation, training and operation of pick-to-light system in Kent Wa., Germany, Spain, Italy.
- Responsible for all warehouse human resources management functions.
- Developed and coordinated facility renovation/reconfiguration including mezzanine install, full conveyor sortation system, RF technology, check-weigh.
- Coordinated warehouse reconfiguration while interim manager of Hawaii facility.

**The BON MARCHE Distribution Center: Tukwila, Washington 3/83-6/87**

*Transportation Manager (11/86-6/87)*

*Shuttle/Transfer Supervisor (2/85-10/86)*

*Ready to Wear Production Supervisor (3/83-1/85)*

## **EDUCATION**

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B.A. Business Administration, University of Washington, Seattle  
Finance/Accounting Continuing Education, University of Washington Executive Program

## **PROFESSIONAL AFFILIATIONS - PAST / PRESENT**

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Retail Value Chain Federation (RVCF)  
Kent Rotary  
Kent Chamber of Commerce  
Junior Achievement  
Council of Supply Chain Management Professionals (CSCMP)  
Warehousing Education and Research Council (WERC)  
Industry Affairs Committee (IHA)  
WWU Advisory Board Business Development Council