

Omar Khadra



Personal Information

Birth: January 1, 1969
Nationality: Jordan

Tel: ++971 50 6222 704
Fax: +971-6-5562565
E-mail: obk@usa.net

Marital Status :

Married with 1 Child

+ -Sex: Male

Education

1991-1994 Jordan University Jordan

§ **Masters of Science (MS) degree in Industrial Engineering.**

§ Thesis: "Setting an Implementation Plan for a Total Quality Management (TQM) System for a Branch Bank of the Arab Bank".

§ Objective

§ To tailor the Total Quality Management concept to a service industry in Jordan.

§ First research aimed at addressing the subject of total quality management (TQM) implementation to a Jordan Service Industry.

§ Thesis established service quality measures, & devised the plan and the recommendations.

1986-1991 Jordan University Jordan

§ **Bachelors of Science degree in Industrial Engineering**

§ Graduation Project Title: "The Economic Manufacturing Quantity, an Inventory Control Problem: A Study done for the Arab Aluminum Company ARAL- Jordan".

§ Objective

§ Defining the various inputs to the economic manufacturing quantity problem.

§ An exercise on interfacing the actual production and inventory data into a form that is employable in the EMQ problem.

Experience

Oct. 1999– Present Al Ghurair Group Dubai-UAE

Group Quality Manager Aug 2002 till present

Responsibilities

- § Standardize and centralize Quality related functions (ISO, Dubai Quality Award submissions, Dubai Service Excellence Scheme, etc.)
- § Manage the representations of the Group and its Units locally and internationally with the Quality and Business consultants, groups and councils and Quality registrars.
- § Work with HR and Units General Managers on Performance evaluation by utilizing Balanced Scorecard Approach and KPI's (Key Performance Indicators).
- § Work with Units General Managers and Quality Managers/In Charge to log and track customer complaints in a centralized customer complaint database

Achievements:

- § Utilizing Tejari relationship, identified areas of savings for the Group units in its purchases & purchasing strategy.
- § Assisted units in achieving ISO Certifications
- § Standardized Policy & Procedure Manuals for the Group in coordination with the CFO
- § Identification of areas for improvement in the business utilizing the Business Excellence Model.
- § Acted as a de facto financial analyst for the Group for some time.

Marketing Manager May 2000 till August 2002

Responsibilities

- § Setting up the marketing and sales department's Strategies, Rules, Policies and procedures for Arabian Can Industry – a subsidiary of the Group.
- § Market study and evaluation

Achievements:

- § Helped identify chronic as well as sporadic quality and productivity problems affecting sales and marketing and recommend solutions that were implemented to resolve them.
- § Doubled the sales in the first year

- § Achieved sales that made the plant run 24/7 operations.
- § Played a pivotal role in bringing key names such as Al Marai Food Products, Master Foods (M&M's) to become key customers for Arabian Can Industry.

Business Development Manager Oct 1999 till May 2000

Responsibilities

- § Evaluation of new projects for investment
- § Evaluation of expanding existing projects
- § Preparation of business plans

Achievements:

- § Assessed , evaluated and recommended strategy for approach with a potential Pharmaceutical project from the point of view of the owner in regards to (Details Withheld):
 - §The technology and Know-how partners
 - §The viability of the patents of the suggested partners/stakeholders.
 - §The risk factors involved in the project
- § Assessed and evaluated the plans to establish an Aluminum Foil project. (Details Withheld)

Committees Membership in Al Ghurair Group

- § Member – Business Development Committee
 - §Analysis and Recommendation of business setup options
 - §Opportunity/Risk analysis of new business options
 - § Currently assessing the possibility of a new potential Franchise (Name Withheld) to work with Al Ghurair.
- § Member on the Group Information Technology (IT) committee.
- § Member on the Group Marketing Committee (Marketing Club)

Dec. 1998–Sep 1999 Al Manhal International Group UAE
Business Development Manager

Responsibilities:

- Evaluation of new projects for investment in:
 1. Oil and gas sector
 2. Medical services sector
 - Preparation of business plans
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Sep 1995-Oct 1998 Century Investment Group Jordan
Plant Manager– Gold Plant Nov. 1997–Oct 1998

Achievements

- § Managed the operational plant using scientific tools and techniques.
- § Increased productivity and efficiency levels.
- § Improved product quality.
- § Set and improved quality control systems and procedures.

Responsibilities

- § Managed 80 people, 66 of which were direct labor.
- § Tracked progress of the company and worked with the mother company on updating the budget against the actual financial status of the company. This included the analysis of payback period, IRR and cash flow.

Industrial Manager Sep. 1995–Oct. 1997

Achievements

- § Played a role in qualifying the factories of Century to be the first Qualified Industrial Zone (QIZ) in Al Hasan Industrial Estate to sell directly to the USA tax-free.
- § Helped identify and bring brands to produce for in the then new QIZ (Qualified Industrial Zones) of Jordan with Century. Such brands included Gap, banana republic, and private labeling products for M&S.
- § Negotiated a number of potential projects, including batteries manufacturing plant, Gold plant (See Plant

Manager experience above), and sand mining project.

§ Reinstated team-work which helped increase production efficiency of textile industries via the analysis of standard minutes of production.

§ Participated in setting out schemes and implementing incentive systems based on standard minutes.

§ Acquisition of and implementation of company-wide sewing system software packages for textile industries.

Responsibilities

§ Planning control and support functions for the plants of Century by implementing process improvement techniques for industries.

§ Evaluation and supervision of industrial and information systems projects technically with multinational companies for joint venture possibilities.

§ Evaluation of Studies for a variety of projects such as radiator plants, software office to solve year 2000 problem, gold manufacturing plant, Tea blending facility, expansion of operational textile plant and establishing a glass-sand mining industry.

§ Follow-up on potential projects' progress with foreign joint venture partners, set up project plans for implementation, and participated in contract negotiation and finalization.

§ Managing the interface of the company with the Investment Promotion Corporation of Jordan to benefit from the investment promotion and tax holiday laws.

§ Managing MIS & computer network of the company.

§ Interviewing and evaluating potential employees for new posts within the group. People interviewed ranged between potential candidates for technical posts, supervisors, IT-related professionals, and Plant Managers.

Sep 1994–Aug 1995 Infographix-CAD & Graphics Studio Jordan
Sales & Training Engineer

Achievements:

§ Managed to attract and work with a major customer from the UK that was contracted by the Ministry of Water & Irrigation of Jordan to interface Map-data of the Disi Area location to AutoCAD drawings. The project generated sizable revenue for the six-people

office at that time.

- § Trained and issued certificates for the trainees in Microsoft and Other computer software packages.
- § Increased the sales of SoftDesk & EDA computer aided drafting packages.
- § Conducted courses in Microsoft Windows, Microsoft Word, Microsoft Excel and Microsoft Project.
- § Conducted courses in AutoCAD.

Aug. 1992– Jan. 1994 El-Concorde E/M Contractors. Jordan
Planning & Control Engineer

- § Developed project management plans using Microsoft Project to identify the critical path(s) of execution, and resource allocation for electromechanical projects valuing \$8M in the field of Water Pump Stations.
- § Managed computer network and applications.
- § Developed on-site and workshop drawings using AutoCAD.

Sep. 1991– Jun. 1992 Jordan University Jordan
Teaching Assistant

- § Instructed undergraduate and graduate students on CNC operation in the CAD/CAM and CIM Laboratories certified by AMATROL technical Institute of the USA. The lab is completely automated with robot arms, PLC's and CNC machines.
 - § Served as a Teaching Assistant for Operations Research and Facilities Planning courses.
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Other Experience

April 2004 Sheikh Khalifa Excellence Award UAE
Jury Member, 2004 Cycle

April 2004 IRR – Global Banking Strategy Summit UAE
Panel Speaker, Channels; Session: What Customers want from Banks

Sep 2003- May 2004 Dubai Economic Department (DED) UAE
Dubai Quality Award (DQA) Senior Assessor & Team Leader

- Dubai Quality Award 2003 Cycle.
- Team Leader, for a Special Assignment by the DQA secretariat to assess the submission of the Dubai Economic Department Application using the Business Excellence Model.

Sep 2002- Jan 2003 Dubai Economic Department (DED) UAE
Dubai Quality Award (DQA) Senior Assessor

- Dubai Quality Award 2002 Cycle.

April 2002- Sep 2002 Dubai Economic Department (DED) UAE
Dubai Service Excellence Scheme (DSES) Senior Assessor

- The scheme was launched recently to increase the awareness of small firms and shops of quality and its related issues
- I was selected as one of the first batch of assessors for this Dubai Government Initiative.

Sep 2001- Jan 2002 Dubai Economic Department (DED) UAE
Dubai Quality Award (DQA) Senior Assessor

- Dubai Quality Award 2001 Cycle.

Sep 2000 – Jan 2001 Dubai Economic Department (DED) UAE
DQA Assessor

- Dubai Quality Award 2000 Cycle.

Dec. 99 – Feb 2000 The Teal Team Abu Dhabi – UAE

Bi-Lingual Translator (Arabic/English)

Translating confidential documents for a project from English to Arabic and vice-versa.

Dec. 94 – Apr 95 Arthur Andersen Jordan

Co-Researcher with Dr. Bashir Khadra

Case study about the Jordan Phosphate Mining Company (JPMC).

- The case study was part of six Jordanian case studies presented in an international seminar about strategic management in April 1995.

The study analyzed:

- Strategies taken by the company in its history,
 - Marketing approach,
 - Global competition trends and SWOT analysis
 - Financial status of the company: including cash flow, IRR and net profit.
 - Company performance, over-employment and debts.
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May 1995 Team International Lebanon

Training Instructor

§ Training instructor for a course on Total Quality Management application to banks held in Beirut by Team International (Jordan and Lebanon Branches)

Sep. 94 – Dec. 95 GCE Computers & Electronics Jordan

Part-Time Training Instructor

§ Training instructor for courses on AutoCAD, Microsoft Project, Excel and PowerPoint.

**Training
Experience**

Oct 2002 Brain Power Dubai - UAE

Trainee

A 1-day course on the Seven Habits of Highly Effective People.

Sep 2002 Services Ltd. UK Dubai - UAE

Trainee

§ A 1-day Refresher course on the Dubai Quality Award criteria for senior Assessors.

Sep 2001 Services Ltd. UK Dubai - UAE

Trainee

§ A 1-day Refresher course on the Dubai Quality Award criteria for senior Assessors.

§ A written test was conducted, and the training certificate was only awarded after doing at least 2 assessments.

Jul 2000 Services Ltd. UK Dubai - UAE

Trainee

§ A 5 day Instruction Course in Quality Assessment for the Dubai Quality Award.

§ The course concentrated on the criteria for the assessment that was based on the EFQM 99 (European Foundation for Quality Management) Quality Award Model.

Jan 92 AMATROL Technical Training Institute(USA) Jordan

Trainee

§ An Instruction Course in Robotics/Flexible and Computer Integrated Manufacturing Systems by AMATROL Technical Training Institute, conducted at the University of Jordan CIM Lab.

Feb. 91 – May 91 USAID PSDP Project Jordan

Intern

§ A marketing internship at Aladdin Industries Company-Jordan organized by the USAID Private Sector Development Project PSDP.

