

# Thomas P. York

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## **FOCUSED ON VALUE ADDED EDUCATION AS UNDERSTANDING LINKING STUDENT EDUCATION TO CORPORATE NEEDS**

*Supply Chain/ Information Technology/ Process Improvement/ Change Implementation Management/ WMS/ Team Building/ Motivation/ Warehousing/ Fashion Supply Chain/ SRM, CRM, CPFR/ Cold Chain/ Manufacturing/ Launches/ Innovation/ Procurement/ Logistics/ Customer Service/ Expense Initiatives/ Distribution/ Cost Control/ Inventory Control/ Foods - Perishable Goods/ Systems Design/ Value Stream/ ROI/ Reverse Logistics/ KPIs/ Accounts Payable/ Accounts Receivable/ Metrics/ Exception Reporting/ Collaboration/ Lean/ Mentoring/ EXCEL Analytics/ Case Analysis and Presentation/ Service Logistics*

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### **Selected Accomplishments**

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**Created** New Courses for Supply Chain at MBA, EMBA, and Undergraduate Level: Service Management and Logistics; Case Analysis and Corporate Presentation; Fashion Supply Chain; EXCEL Workshops for Analysis

**CoLaunched** Rutgers Ten Plus Dual Challenge – Supply Chain Case Competition for Undergraduate and MBA

**CoFounded** BASE (Business Association of Supply Expertise,) a Student Organization focused on Career Skills development, including Excel Workshops for over 200 students and Corporate Case Workshops

**Reformed** Case Competition training leading to three first place and three third place results in national competitions. Served as Faculty Advisor for four plus competitions per year.

**Led** Performance Change in Warehousing and Distribution, resulting in 240% productivity increase, focused on “Pride of Ownership” as a morale improvement program for staff and executives.

**Directed** Expense Initiatives worth over \$26 Million for Lord & Taylor, including the redesign of Reverse Logistics.

**Improved** Productivity, Expenses, Customer Service, Inventory Control, and Delivery while working with Macy’s, Lord & Taylor, Conrail, Pearson Publishing (formerly Simon & Schuster), Banking, Food Manufacturing, Restaurants, Catering, and more.

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### **Professional Currency**

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**2013 –Present** RBS RUTGERS UNIVERSITY - MBA Concentration in SCMMS  
Pertinent Coursework: OPERATIONS ANALYSIS; SAP I; SC FINANCE; GREEN PROCUREMENT

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### **Professional Experience**

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**9/2010 –Present** RUTGERS UNIVERSITY -

**Assistant Professor of Professional Practice; Senior Industry Advisor; PTL – SCMMS**

- **Introduction of Skills Development Workshops** – EXCEL Analysis and CASE Analysis and Presentation
- **Creation of Three new Courses** – Service Management, Service Logistics, Case Analysis, Fashion Supply Chain
- **Industry CoOp Programs Development** - Connecting companies like Intel, Caterpillar, Unilever, Kuehne Nagel to the University and to Students. Developed 16 Option Internship Program and Rutgers Reserved Seats
- **Founder and Advisor BASE – Business Association of Supply Expertise – Newark and New Brunswick**
- **Student Guidance** – Assist over 30 students per year, at Undergrad and MBA level in Intern, CoOp and Full Time Search Methods, Networking, Quantified Resumes, and PAR / STARL Interview Skills.
- **Outreach to Students** - High Schools, and Community Colleges to grow an awareness of SCM
- **International Exchange** – Met with Kuehne Logistics University, Hamburg, Germany, to develop SCM Study and Intern Abroad Program. Exploring German Internship in Global Sea-Freight
- **Instructor** - Education in Supply Chain. MBA, EMBA, and Undergraduate **Courses Taught and Scheduled:** Intro to SCM, Procurement, Service Management, Project Management, Demand Planning, Fashion Supply Chain, Case Analysis and Presentation - Workshops in Excel, PowerPoint, Case Interviews

**2013 – 2015 CONSULTING - Books to Bed / Basically Kids NY, NY**

- Identification of Lean Management Opportunities and ERP Efficiency

**2009 – 2014 NEW HEIGHTS CONSULTING - Consultant CRM and Procedural Compliance**

- Performing Audits and Observation to identify adherence to **Customer Relations** Policies for regional banks.

**2001 – 2007\* E. GLUCK CORP - VP of IT – Consultant: ERP , CRM, EDI, and WMS Systems**

Watch manufacturer with \$80 million annual revenue.

\* 2001 – 2006 Consulting through DRM; 2006 – 2007 VP of Information Technology

- Addressed Cash Flow issues in Accounts Receivable related to Retail Chargebacks, Aged Receivables and timely and efficient Cash Application The result was a reduction in debits and documentation to dispute existing debits which **resulted in recovery of over \$4.3 million** and over 20% reduction in aged receivables.
- Provided leadership in IT development implementation of new ERP solutions. Identified improved **visibility of product; addressed customer issues; and improve service response time.**
- Initiated Operations Management Council which contributed to achieving a **Certified Vendor Award from Kohl's** and helped reduce Customer Service and Chargeback Issues.
- Directed interface with **Asian software development** and system to **better control inbound freight.**

**1995 – 2006 DATA RESOURCE MANAGEMENT - Senior Process Engineering Consultant**

Self-owned Business Process and Systems Consulting

- Developed GAP Analysis of Production, Tracking, Technology and Operations Philosophy to determine the **necessary migration to achieve a 1000% (10X) growth** in Orders and the ability to manage an Order to Ship window on 48-72 hours for Made-To-Order Bound Textbooks. Discovery phase identified change requirements for internal controls and processes, facility layout efficiency, new production technology, new system design, SAP ERP integration, and vendor shifts in service and direction. (**see LinkedIn** for recommendation) -- Simon & Schuster (Now Pearson)
- Designed and facilitated new system, technology and formal processes and standards for digital technology On Demand Book Publishing which resulted in **new product segment launch resulting in over \$600 million in sales**; 200% increase in manufacturing capacity per square foot; and a system and strategy which is globally deployed. -- Simon & Schuster
- Established corporate partnership between Financial, Sales, and Manufacturing and revised BOM structures to support strategies in compliance with marketing and sales commitments for key-account and A-B-C product delivery requirements resulting in: **11% reduction in inventory**; 12% increase in manufacturing productivity; and **20% reduction in expiration of inventory** and obsolescence exposure. (**see LinkedIn** for recommendation) -- Gumm Chemical
- Used **Performance Measuring to identify bottlenecks and failure risks** in operator tasks, technology, process, and systems. Identified need for new technology and layout to increase throughput. This converted existing strategies which were aimed at a 10% improvement in I/O to new technologies providing a 99% improvement in load cycle time. Identified tuning opportunities in setup procedures, including modifications to existing industry software. -- Simon & Schuster

**1990 – 1995 LORD & TAYLOR - Profit Improvement and Inventory Control**

World Class Retail

- Directed multiple expense initiatives by partnering with Senior management in Distribution, Information Systems, Inventory Control, Loss Prevention and other areas. Responsible for the development and communication of project scope, timing, ROI, budget impact scheduling, and area endorsement and commitment. Combined projects **delivered over \$26 million in expense reduction** and sales profit.
- Re-engineered Reverse Logistics Processing. Units Productivity increased by over 100%. Space requirements reduced by 65%. Open-to-Buy was reduced from 8 weeks to less than 3 weeks. This project earned the Lord & Taylor **Outstanding Achievement Award** for high performance. (**see LinkedIn** for recommendation)
- Budget preparation for Distribution, IT / MIS, Telecom, Inventory Control, Food Services, and Loss Prevention.

**1988 – 1990 CONRAN’S HABITAT - Director of Warehouse and Distribution Management**  
Home Furnishings Retail

- Implemented new productivity standards and pick methods. Supported productivity growth with new product zoning based on frequency, efficiency and type. Instituted **pick accuracy audits**, discrepancy management, **enhanced cycle counts**, and new warehouse functions to support operations staff in meeting objectives and improve customer service.
- Responsible for the operations cleanup for warehousing and distribution. Focused on non-ROA and disruptive activity, inventory WMS accuracy, and facility staff motivation, creating an atmosphere of change focused on “Pride of Ownership” and resulting in a **240% increase in productivity**; delivery cycle improvement of 80%; and **reduced annual budget by over 35%**.

**1983 – 1988 MACY’S - A/P, Distribution, IT, Merchandise Processing Systems**  
Full Retail

- Partnering and creating trust with Senior Management of Operations, Systems and Merchandising to clean-up legacy Information System while implementing new material handling systems, resulting in a **98% reduction in inventory accuracy errors**. Established **exception reports and metrics** which identified performance issues and facilitated continuous process improvement.
- Achieved 20% productivity gain in Accounts Payable. Consolidated two divisions while converting to new system; and consolidated two divisions of Big Ticket Distribution including re-training of Furniture Sales Staff in one division to support the consolidation.

**1982 – 1983 THE DOWNTOWN CLUB - Executive Chef and Manager**  
Business Luncheon Club supporting Community Executives; Bamberger’s Executive Dining Room

**1981 – 1982 ORCHARD HILL FARMS - Development Chef, R&D, and Quality Assurance Manager**  
Frozen Foods Manufacturing – Red Hook, NY

- Designed a new product, which won the **Best New Product Award** for its class – *Frozen Processed Foods*.
- Implemented and maintained controls for analysis of fat content, viscosity and other **quality assurance** issues.
- Did analysis on raw materials and flavoring agents to improve quality of existing products.
- `Designed market research concepts for companies like Gordon Fish as pre-market trials.
- Coordinated field testing with customers to ensure proper **Cold Chain** compliance and delivery quality.

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**Education**

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UNIVERSITY OF NOTRE DAME	BS	-	Computing Science	1968-1972
NOTRE DAME SCHOOL OF THEOLOGY	MTh	-	Theology	1972-1975
TST – St. MICHAEL’S COLLEGE – U of T	MTS	-	Theology – Course Studies	1975-1978
CULINARY INSTITUTE OF AMERICA	AOS	-	Food Service Management	1980-1982
RBS RUTGERS UNIVERSITY	MBA STUDIES			2013- Present

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**Grants, Awards, Service, and Memberships**

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LINCS TAACCCT GRANT	- 2014 - Present	Development of Supply Chain Certification Program
ADVISORY BOARD	- 2015 - Present	Urban Assembly School of Global Commerce – Harlem
CURRICULUM DEVELOPMENT in SCM		Union County College, Raritan Valley Community Coll.
MOST VESTED PROFESSOR		2013 RBS – Newark – DAC AWARD
MOST ENGAGING PROFESSOR		2013 RBS – Newark – DAC AWARD
MOST ENTERTAINING PROFESSOR		2013 RBS – Newark – DAC AWARD
CSCMP-NJ EXECUTIVE COMMITTEE		NJ Roundtable
EXECUTIVE OUTSTANDING ACHIEVEMENT AWARD		Lord & Taylor
COMMUNITY SERVICE AWARD		Macy’s
FROZEN PROCESSED FOODS – BEST NEW PRODUCT AWARD		Orchard Hill Farms