



ABHAY R. GURAV

Consultant - Quality and Organizational Excellence

PROFILE

An industrial engineer with a post graduate diploma in business management with 18 years of value added experience in 'Quality System, Organizational Excellence through Performance Management System and Risk Management'.

Good exposure and knowledge in both service and manufacturing industries including financial services, back office operations, marine/ shipping, automotive manufacturing industry.

EDUCATION

- Bachelor degree in industrial engineering (BE)
- Post graduate diploma in business management (DipMgt)
- Certified 'Manager of Quality and Organizational Excellence' (CMQ-OE) from ASQ, USA – 2016 to 2019
- Certified 'Enterprise Risk Management' professional (IRMCert) from IRM, UK
- Certified lead auditor of integrated management system (ISO 9001, ISO 14001, OHSAS)
- Certified Six Sigma Green Belt (CSSBB), preparing for Lean Six Sigma Black Belt certification

AREA OF EXPERTISE/ SKILLS

- Operational excellence using waste elimination, 5 S, Value stream design, inventory management, productivity improvement, business process mapping, and structured problem solving.
- Key performance indicators (KPIs) implementation and continual improvement
- Documentation, implementation, training, audits and continual improvement in line with ISO 9001, ISO 14001, ISO 45001, ISO 10002, ISO 50001 & ISO 31000 international standards
- Integration of management systems
- Enterprise Risk Management (ERM) implementation, training and post-implementation support
- Gap analysis, consultation and preparation for business excellence awards like on Dubai Quality Award (DQA), UAE government's 'Global Star Rating' system, etc.
- Risk based integrated management system audits
- Strategic quality planning (formulation of vision, mission, goals/ objectives) and project management
- Root cause analysis and incident investigation
- Change management
- Statistical analysis and process improvement projects
- Customer reaction analysis, complaint handling system and feedback surveys