

Lean director (Black Belt certified)



Lean

Quality

Data analysis

Performance

Amélioration Continue

 LinkedIn

I bring a data-driven operational excellence expertise to the entire chain, from production to customer relations.

The goal? To build the customer experience of tomorrow.

I am known for my analytical mind, my ability to step back and my organizational skills.

Competencies:

- ▶ Management
- ▶ Operations (luxury and premium)
- ▶ Customer Relationship
- ▶ Operational Excellence
- ▶ Lean Office
- ▶ Lean Six Sigma
- ▶ Quality
- ▶ Data Analysis

Black Belt Lean Six Sigma
Digital Transformation

35 years old

Driving License

📍 Nantes (44000) France

✉ contact@matthieuroux.com

Operations Performance Manager

SEB Group - Since February 2023



- Drive and support the industrial organization towards operational excellence in line with the Group's strategy and challenges.
- Manage the transformation plan - Support and ensure implementation of operational excellence projects
- Train teams in operational excellence tools
- Contribute actively to the Group network by sharing best practices, participating in diagnoses and developing operational excellence standards.
- Promote site actions and the Group's operational excellence program

Head of Lean, Data & Quality

Maisons du Monde - September 2019 to January 2023



- Managing a team of 20 people (with 3 managers direct report) in France and UK
- Supervising activities of 3 departments : Lean, Data Analysis & Forecasts, Quality for the customer relations department
- Customer Excellence Award 2021
- KEY RESULTS :
 - Customer Satisfaction : +23%
 - QoS : +28%
 - Average Handle Time (AHT) : - 20%
 - Outsourcing to handle the growth of contacts (number of agents : +84%)
 - Good to know : 1.9 millions contacts in 2021

Head of Lean & Quality

MAISONS DU MONDE - July 2018 to September 2019



- Within the Customer Relations Department (Nantes, France and London, UK) :
- Managing a team of 10 people (2 managers and 8 officers) based in France and UK
- Leading the quality assessment process and training process (evaluation in 6 languages, trainings in French, English and German)
- Leading the performance management of the aftersales and sales departments
- -- KEY RESULTS-- : Quality assurance : +4% of the quality mark and - 29% of the variability; Performance : saved 14 FTE (by reducing non added value incoming contacts (selfcare on website, FCR, killing root causes etc.) , increasing efficiency of representatives and changing organisation model)

France Continuous Improvement Manager

CLARINS - March 2017 to July 2018



- Defined the group lean policy (headquarters, 2 factories, 1 logistic site, 1 R&D location)
- Structured, trained and animated a community of lean managers and representatives (SMED methodology : 130 trainees, VSM : 11 managers trained)
- Led continuous improvement projects (optimization of the freshness management for Asia subsidiaries, SMED project (-50% of changeover time), reorganization of some departments (-1.4 FTE on a team of 8), etc.)

Continuous Improvement Manager

CLARINS - April 2014 to March 2017



- Defined and deployed the lean policy for the factory
- Improved the processes across the French locations to increase the operational and financial efficiency. (Example: saved 33% of the time of field managers for added-value tasks (VSM project), reduced changeover time by 36%)

Strategic Planner and Lean Management Engineer

CLARINS - April 2013 to April 2014



- Led the MRP process and performed the M+2/M+6 schedule

- Provided trainings for change of ERP to the final users (schedule and procurement process)

Lean Management Consultant

Alten - April 2012 to April 2013



Advised clients (aeronautics groups) in Lean Manufacturing and Lean Office, (various processes such as E2E payment process for first article inspection parts)

Industrial Performance Engineer (internship)

L'Oréal - March 2011 to August 2011



- Launched a SMED project for a packaging unit (average time for tools change: -52%, OEE of the unit: +2.1 %)
- Reduced the packaging lines washing time (- 42%)
- Delivered trainings in Lean manufacturing for the employees

Continuous Improvement Engineer (internship)

Louis Vuitton Malletier - February 2010 to September 2010



- Improved the service rate (+25% in 7 months)
- Completed successfully a reengineering of the laboratory (200 k€, flow: -37%)
- Managed an inter-unit transfer of activities (9 persons, no delay)

GMP Manager (internship)

PUIG Group - May 2009 to August 2009



- ISO 22716 (Cosmetics GMP) Project (Certification obtained the 27/11/09)
- Created and lead taskforces.
- Managed improvements (65% of non-conformities resolved in 4 months)
- Given training for all employees (180 persons by group of 8 max)



CERTIFICATIONS



Digital Transformation through data analytics Certificate

UNIVERSITY OF MARYLAND - 2021

[\(View certification\)](#)



Black Belt Lean Six Sigma – Manufacturing and Services ECOLE CENTRALE PARIS - 2014

Thesis topic :
Reducing the lead-time of suppliers payment process : critical analysis of a DMAIC project with cross-functional links



EDUCATION

Post Graduate degree in Industrial Management and Supply Chain

MINES PARISTECH (ECOLE DES MINES DE PARIS)

September 2010 to October 2011

Master's Degree in Quality Management and Environmental Chemistry

UNIVERSITÉ BORDEAUX 1

September 2008 to September 2010

Bachelor's Degree of Chemistry

UNIVERSITÉ BORDEAUX 1

September 2005 to September 2008


Chemical Process Technology

SKILLS

Languages

- French: mother tongue 
- English 
- Hieroglyphic egyptian 

Computer Skills

- Minitab 
- Microsoft Dynamics 
- QlikSense 
- Microsoft Visio 
- Office 
- Lawson Infor M3 

Data and data driven decisions

- Statistics 
- Data analysis 
- Forecasting 

INTERESTS

Association

- Member of AMARC (Association pour le management de la Réclamation Client / Association for Customer Claims Management) from 2019 to 2023
- Vice-President of KEMET, association of egyptology, 100 members, from 2008 to 2012

Arts

Arts enthusiast

Cooking

Travel

- United Kingdom, especially Scotland
- Iceland