

**THOMAS HAERICK**

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e-mail: [thomas.haerick@gmail.com](mailto:thomas.haerick@gmail.com)**PROFILE**

**Senior Leader with broad Operational Experience and Quality Management Background**  
**Implementation of Strategy, Customer Focus, Continuous Process Improvement**  
**Results Oriented and Action Driven**

**PROFESSIONAL EXPERIENCE****Thomas HAERICK, Business Excellence Consulting – Gent****2016 - today****Business Owner**

Senior leader with 25+ years of broad operational experience with world-class companies and with business excellence background.

Highly committed and extremely passionate in supporting organizations to achieve and sustain outstanding performance results that exceed the expectations of all stakeholders. Extensive experience in translating company strategies into actions and measures that drive continuous improvement of business results.

Actively supporting the learning aspect to develop and stimulate the intellectual growth of the employees as an additional outcome of improvement teams. Continuous learning through active participation and personal commitment is crucial for the success of the employees.

**LEVERITGE – Nevele****2006 - 2016****Partner Business Excellence**

- Development and implementation of added value KPI's for sales, finances and internal processes, supported by a custom-made intranet.
- Provide leadership to ensure business growth through strong branding and through improvement of non-efficient processes and procedures.
- Lead the strategy development and implementation and provide strategic support to extend the awareness of the services and brand, beyond initial market.
- Ensure that the used ICT platform is regularly reviewed and meets the changing business dynamics.

**Achievement:**

Business results improved rapidly with an average of 35 % revenue growth p.a. Continued growth expected in the coming years through expansion of the customer base, through new just-in-time services and through further improvement of the operational processes. Business objectives set and aligned with overall strategy and reflected in quarterly KPI's.

**Director Business Excellence, EMEA Region****2002 - 2005**

Lead and drive the optimisation of external and internal business processes to support growth and cost reduction initiatives. Reporting to the President of EMEA (Europe, Middle-East, Africa) region.

- Focus on analysis of customer satisfaction, identification and sponsoring of projects with high impact to the customer ( e.g. customer returns, safety alerts, repair).
- Active participation to the worldwide leadership team for strategy development and implementation.
- Provide leadership and direction to ensure European participation to worldwide initiatives e.g. Lean Enterprise and Six Sigma.
- Active contribution, as the representative of Europe, to the worldwide review of customer satisfaction measurement and methodology.

*Achievement:*

Creation of Six-Sigma awareness and need for cultural change across all levels. Re-orientation of typical quality team roles into LEAN Six Sigma Black Belt and Green Belt. Development path identified and training implementation roll-out for all team members. Training and certification programme co-ordinated for 20 Lean Masters, 40 Green Belts and 6 Black Belts.

**Director Total Quality, EMEA Region****1996 - 2002**

Lead and provide direction to design and implement ISO 9001 certification for the European Sales and Support organisation.

- Provide leadership to implement European-wide policies and procedures.
- Develop and implement corrective action system for customer complaints handling.
- Design and co-ordination of new customer satisfaction survey for the service organisation including linkage of bonus to results.
- Creation of European quality management team in a matrix organisation.
- Adaptation and transition of the management system during implementation and roll-out of People Soft ERP system for the new centralised shared services center in The Netherlands.

*Achievement:*

ISO 9001 certification obtained and maintained for the European organisation: common management system across all European countries. Successful transition of the system during ERP implementation.

**Manager Process Improvement Western and Southern Europe Area****1995 - 1996**

Lead and co-ordinate the implementation of Total Quality principles for The Netherlands, Belgium, France, Italy, Spain and Portugal. Roll-out of the EFQM (European Foundation for Quality Management ) model across the area: country audits, objectives setting.

**Previous other functions:****1979 - 1995**

- Customer Satisfaction and Quality Manager Belgium
- Production Manager
- System engineering Manager
- Product Specialist
- Senior System Engineer

*Achievement:*

First country certification in Europe achieved for Honeywell Belgium for a sales and services organisation. Customer delivery time for control systems improved by 15 % as a result of major review and redesign of assembly and testing areas. Recognition with the worldwide Lund award for managers with "people developer" capabilities.

**Technical Commercial Engineer**

Sales support, project management and site installations.

- Quotations for industrial customers and public quotes in the sector of waste incineration
- Sales support for control products and systems

*Achievement:*

Project management, site installation and start-up of control system for a grass root waste incineration plant near Antwerp.

**EDUCATION**

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|---|---|
| • Six Sigma   | Rockw. Aut. USA and Brussels (2005)   |
| • Lean Enterprise   | Rockw. Aut. European Plants (2002)  |
| • Change Management   | Management Center Eur., Brussels (2001)                                       |
| • Balanced Scorecard – European Summit                      | R. Kaplan & D. Norton, London (2000)  |
| • Remote Teams  | Management Center Eur., Brussels (1998)                                       |
| • Global Leadership   | Rockw. Aut. Leadership Instit., USA (1999)                                    |
| • Strategic Leadership                                      | Rockw. Aut. Leadership Instit., USA (1997)                                    |
| • Leadership Responsibilities and Performance               | Consortium Leadership Seminars, (1994-1996,Switzerl., Belgium, Spain, France) |
| • Cranfield Management Programme                            | Cranfield Management School, UK (1988)  |
| • Project Management  | Honeywell, Frankfurt (1987)   |
| • Management Programme                                      | Vlerick Leuven-Gent Management School (1985-1986)                             |
| • Industrial Engineer, MSc (Automation and Control Systems) | BME, Gent (1972)  |

Other seminars - a selection:

- The European Leadership Challenge, EFQM Forum, Berlin (2004)
- European Quality Convention EFQM and EOQ, Paris (1998)
- Rockwell Operations and Quality Conference, speaker, Tampa Bay, Florida (1997)

**OTHER SKILLS**

Language Skills:

- Dutch: native speaker
- French, English and German: fluent

Personal Characteristics:

- change manager, team leader, team player, implementer
- high commitment and responsibility, diplomatic, integer, strong analytical mind, ability to work very independently, coaching and consulting, flexibility

Specific skills:

- Balanced Scorecard, Lean Enterprise, Six Sigma tools, EFQM, ISO 9001, QS 9000

**MEMBERSHIPS**

- ie-net Expertgroup LME (Leadership, Management and Excellence)
- Vrienden MSK Gent
- Koninklijke Kring Mars en Mercurius
- Nationale Vereniging van Reserve Hoofdofficieren (Ere LtKol Logistics)