

Diana Keith

Operations Manager, Orthopedics

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STRENGTHS

- 🛠️ **Constraint Resolution**
Daily flow reviews brought shortages, inspection queues, and production priorities into one conversation. Partners acted sooner.
- 👤 **People Development**
Coaching routines gave supervisors clearer ownership and useful feedback. Three leaders grew into stronger plant contributors.
- ♥️ **Regulated Operations**
GMP, traceability, segregation, and release controls stayed visible during busy shifts. Teams trusted consistent decisions.
- ⚙️ **Lean Execution**
6S events turned crowded staging areas into clearer work zones. Employees noticed simpler handoffs almost immediately.
- 🚚 **Customer Delivery**
Release status, documentation, inventory, and carrier cutoffs were reviewed together. Distribution partners gained confidence.

SKILLS

Plant Operations

Medical Device Manufacturing

Supply Chain Processes

Strategic Supply Chain

Warehousing

Distribution Operations GMP

Manufacturing Compliance

Manufacturing Safety Lean

Six Sigma 6S

Agile Manufacturing

SUMMARY

Operations and **supply chain** leader with 16 years of progressive experience across regulated medical device manufacturing, distribution, **warehousing**, packaging, and plant operations. Directs two shift teams supporting 24/5 production, connecting inbound receipt, receiving inspection, inventory flow, **non sterile packaging**, release staging, and outbound distribution. Builds practical alignment among Manufacturing, Quality, Distribution, and planning partners so constraints receive timely action and customers receive dependable service. Applies Lean, Six Sigma, 6S, **structured problem solving**, tactical planning, resource planning, and GMP controls across fast paced environments. Develops supervisors through coaching, clear ownership, and useful feedback tied to safety, quality, service, cost, and people outcomes. Ready to contribute this blend of regulated operations leadership and supply chain judgment in a demanding orthopedic manufacturing setting.

EXPERIENCE

Senior Operations Manager, Medical Device Operations

NorthStar Medical Components 📅 July 2022 - Present 📍 Milwaukee, WI

Leads a two shift, 70 person materials and distribution organization supporting orthopedic component manufacturing. Owns receiving, warehousing, packaging, release staging, outbound execution, resource planning, supervisor development, and cross functional flow management across a 24/5 operation.

- Directed two shift materials operations supporting orthopedic **manufacturing**, with **supervisors** owning receiving, warehousing, packaging, and shipping.
- Established daily flow reviews connecting shortages, inspection queues, production priorities, and shipment commitments before schedule interruptions occurred.
- Rebalanced labor and storage capacity around high volume product families using visual management and tactical **resource planning**.
- Led 6S and Lean events across **receiving** and packaging, clarifying standard work and reducing unnecessary movement.
- Built supervisor coaching routines around safety, service, **quality**, cost, and people measures, strengthening ownership across shifts.
- Aligned release status, documentation, carrier cutoffs, and inventory availability for domestic and international **distribution** readiness.

Operations Manager, Regulated Surgical Products

Great Lakes Surgical Systems 📅 March 2019 - June 2022 📍 Madison, WI

Managed multi shift manufacturing support and **distribution operations** for regulated surgical products. Connected receipt, warehouse control, packaging, finished goods movement, labor planning, supervisor development, and cross functional risk resolution across changing production demand.

- Managed **multi shift** support operations connecting material receipt, warehouse control, packaging, and finished goods movement.
- Introduced tier meetings and constraint logs for shortages, inspection holds, staffing gaps, and outbound priorities.
- Redesigned quarantine and release staging with Quality and **Receiving Inspection** while preserving segregation and documentation controls.
- Applied **Six Sigma** root cause methods to picking and replenishment errors, improving inventory reliability for production teams.
- Developed three frontline supervisors through coaching, succession planning, feedback, and practical **problem solving** assignments.
- Planned labor, dock capacity, and warehouse resources around demand changes while supporting **service** commitments.

Manufacturing and Distribution Supervisor, Medical Products

Midwest Precision Health Products 📅 January 2016 - February 2019 📍 Rockford, IL

Process Improvement

Resource Planning

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Operations Manager, Medical Device Operations at NorthStar Medical Components (4.2 Years)

● Operations Manager, Regulated Surgical Products at Great Lakes Surgical Systems (3.2 Years)

● Manufacturing and Distribution Supervisor, Medical Products at Midwest Precision Health Products (3.1 Years)

● Supply Chain Team Lead, Manufacturing Materials at Lakefront Manufacturing Solutions (3.5 Years)

● Materials Coordinator, Manufacturing Supply at Riverbend Industrial Products (1.9 Years)

Supervised frontline warehouse, material handling, packaging, and shipping activities supporting regulated medical product manufacturing. Coordinated daily supply priorities, compliance response, training, 6S controls, and outbound readiness across extended operating hours.

- Supervised warehouse, material handling, packaging, and shipping teams supporting regulated medical product manufacturing.
- Coordinated replenishment and transfers with planners and manufacturing leads, keeping work centers supplied through extended hours.
- Implemented **6S** controls for staging lanes, point of use supplies, and packaging materials, improving shift handoffs.
- Investigated **safety**, quality, and service deviations with partners, documenting causes, corrective actions, and follow through.
- Trained employees on **GMP**, **manufacturing safety**, standard work, inventory transactions, and escalation expectations.
- Verified release status, shipment documentation, and inventory readiness before regional and international carrier handoffs.

Supply Chain Team Lead, Manufacturing Materials

Lakefront Manufacturing Solutions 📅 June 2012 - December 2015 📍 Kenosha, WI

Led daily material flow across receiving, inventory storage, production replenishment, and outbound staging for multiple product lines. Supported workload planning, inventory accuracy, Lean workshops, issue escalation, and acting shift leadership during supervisor absences.

- Led material flow across receiving, storage, production replenishment, and outbound staging for multiple product lines.
- Created shift workload plans from inbound schedules, production demand, and shipping cutoffs during high volume periods.
- Resolved **receiving** discrepancies and inspection holds with Quality while preserving lot, location, and transaction accuracy.
- Standardized cycle count and location audit routines, improving planner confidence in material availability.
- Facilitated **Lean** workshops addressing travel distance, staging congestion, and handoff delays across operating areas.
- Served as acting shift lead, assigning work, **coaching** employees, escalating safety concerns, and communicating status.

Materials Coordinator, Manufacturing Supply

Riverbend Industrial Products 📅 June 2010 - May 2012 📍 Racine, WI

Coordinated inbound receipts, warehouse put away, production material requests, and shipment staging within a fast paced component manufacturing facility. Built foundational capability in inventory accuracy, shortage reporting, safety practices, physical inventory, and cross functional issue resolution.

- Coordinated inbound receipts, warehouse put away, production material requests, and shipment staging across manufacturing areas.
- Maintained raw material and finished goods accuracy by researching discrepancies before production schedules were affected.
- Prepared daily shortage and priority reports for planners and **supervisors**, supporting material allocation decisions.
- Followed safety, quality, and documentation practices while processing movements across **receiving**, storage, and production areas.
- Supported physical inventory and cycle counts, reconciling location and quantity differences with warehouse personnel.
- Built practical knowledge of manufacturing flow, **distribution operations**, resource coordination, and cross functional resolution.

PROJECTS

Orthopedic Flow Control Program 📅 2024

Connected shortage reviews, inspection queues, production priorities, release status, and shipment commitments for a two shift orthopedic operation. Leaders gained earlier visibility into constraints and clearer ownership for recovery actions.

Quarantine and Release Staging Redesign 📅 2021

Reworked staging logic for regulated surgical products with Quality and Receiving Inspection. Segregation, documentation, and release visibility improved without disrupting production supply.

Lean Materials Handoff Improvement 📅 2017

Used 6S observation and structured problem solving across staging lanes, replenishment points, and packaging handoffs. Teams gained simpler standards and more consistent execution.

LEADERSHIP & AWARDS

- Lean Six Sigma Green Belt recognition, 2018, applied process improvement methods across regulated manufacturing operations.
- Supervisor Development Leadership Award, Great Lakes Surgical Systems, 2022, recognized practical coaching and succession planning.
- Operations Safety Leadership Recognition, NorthStar Medical Components, 2024, acknowledged consistent focus on safe execution and escalation.

EDUCATION

Bachelor of Science in Industrial Engineering

University of Wisconsin Platteville 🎓 GPA: 0 📅 2010 📍 Platteville, WI

Coursework: Operations management, supply chain systems, quality engineering, industrial safety, process improvement

CERTIFICATIONS

- Lean Six Sigma Green Belt 📅 2018
- Certified in Production and Inventory Management 📅 2021

TECHNICAL SKILLS

- **Operations Management:** Plant operations, two shift leadership, 24/5 manufacturing
- **Supply Chain Planning:** Tactical planning, resource planning, demand planning
- **Warehouse Operations:** Receiving, put away, inventory storage
- **Distribution Operations:** Outbound distribution, carrier cutoffs, shipment staging
- **Medical Device Manufacturing:** Orthopedics, surgical products, regulated manufacturing
- **Quality Systems:** GMP, traceability, segregation
- **Lean Methods:** Lean, Six Sigma, 6S
- **Process Improvement:** Root cause analysis, standard work, visual management
- **Packaging Operations:** Non sterile packaging, replenishment, release staging
- **Inventory Control:** Cycle counting, location audits, transaction accuracy
- **Leadership Practices:** Coaching, succession planning, team management
- **Safety Operations:** Manufacturing safety, escalation, corrective actions

PROFESSIONAL AFFILIATIONS

- Association for Supply Chain Management, CPIM professional member.
- Institute of Industrial and Systems Engineers, operations improvement member.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST