Ellis Arden

Director of Operations · Service operations · Network planning

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3	12 days	7 days	93%
REPAIR DEPOTS	TURNAROUND BEFORE	TURNAROUND AFTER	FIRST-PASS YIELD

SUMMARY

Service operations leader who turns repair backlogs into manageable daily work. Connects intake, parts availability and technician schedules so customers can get a dependable return date for their equipment.

SELECTED IMPACT

- Cut median repair turnaround from **twelve days to seven** across three depots by reserving parts and technician time at intake.
- Raised **first-pass repair yield from 82% to 93%** on a problematic instrument family by tracing repeat returns to a missed calibration step.

EXPERIENCE

Alderwick Service Group — Director of Operations

Feb 2021 – Present

Instrument repair network

- Run a three-depot network. Review aging repairs and parts shortages with site leads each morning.
- Introduced a common intake checklist and capacity review. Schedulers can promise a return date against parts on hand and available bench time.
- Review the oldest open repair with each depot supervisor and assign one owner for the next customer update.

Glenmere Workshop Systems — Regional Service Manager

May 2016 – Jan 2021

Technical service and repair

- Led two service centers through a move to shared dispatch while keeping specialist repairs with the right bench team.
- Paired technicians with quality leads to investigate repeat repairs and update the final acceptance test.

Sedgefield Measurement Works — Operations Analyst

Aug 2012 – Apr 2016

Equipment maintenance

- Built a weekly repair-aging report that separated waiting on parts from time at the bench. Supervisors used it to rebalance work between teams.
- Mapped the route of returned instruments from receiving to final test, exposing an approval queue that was invisible in work-order totals.

OPERATING PRACTICE

Service capacity planning · Parts replenishment · Standard work · Repair quality · Supervisor coaching