

**Chief Operating Officer (COO) – Mainly Silver Design (MSD)**

FULLY INTEGRATED JEWELRY MANUFACTURER AND EXPORTER

SERVING GLOBAL MARKETS

Established in 1990's Mainly Silver Design Co., Ltd. is a fully integrated jewelry manufacturing and exporting company serving global brands, TV Networks, major jewelry retailers and distributors around the world.

From their location near Bangkok in Thailand, MSD provide their clients with an effortless way to merchandize their products for new collections, catalogs, special promotions and more. MSD constantly provides clients with a many value-added services, from product sourcing, new product development to packaging solutions, all offered at competitive prices. This is the key to the success and growth that MSD has experienced since its inception in early 1990’s.

**Position Overview:**

The Chief Operating Officer (COO) is a key executive responsible for overseeing the day-to-day operations of a manufacturing plant. This role involves ensuring operational efficiency, implementing strategic initiatives, and driving continuous improvement to achieve the company's goals. The COO will work closely with other senior leaders to develop and execute strategies that enhance productivity, quality, and profitability.

**Key Responsibilities:**

**1. Operational Leadership:**

* Oversee all daily operations of the manufacturing plant, ensuring production targets, quality standards, and cost efficiency are met.
* Develop and implement operational policies, procedures, and systems to improve efficiency and effectiveness.

**2. Strategic Planning and Execution:**

* Collaborate with the executive team to define and execute the strategic objectives.
* Translate strategic goals into operational plans and performance metrics.

**3. Production Management:**

* Ensure optimal utilization of plant resources, including machinery, materials, and labour.
* Monitor production schedules, adjust to meet changing demands and deadlines.

**4. Quality Control:**

* Implement and maintain robust quality control processes to ensure products meet or exceed industry standards.
* Lead initiatives to achieve certifications and compliance with relevant regulations.

**5. Continuous Improvement:**

* Foster a culture of continuous improvement, utilizing Lean Manufacturing, Six Sigma, and other methodologies.
* Identify and implement process improvements to enhance efficiency, reduce waste, and lower costs.

**6. Financial Management:**

* Manage the operational budget and financial performance, ensuring cost control and profitability.
* Prepare and present financial reports to the executive team, highlighting operational performance and opportunities for improvement.

**7. Team Leadership and Development:**

* Lead, mentor, and develop a high-performing plant team, fostering a positive and collaborative work environment.
* Set performance goals, provide regular feedback, and conduct performance evaluations.

**8. Safety and Compliance:**

* Ensure a safe working environment by enforcing safety standards and compliance with health and safety regulations.
* Implement and oversee safety training programs and initiatives.

**9. Supply Chain and Logistics:**

* Oversee supply chain and logistics operations, ensuring timely procurement of materials and efficient delivery of finished products.
* Develop and maintain relationships with suppliers and logistics partners.

**10. Customer Focus:**

* Ensure customer satisfaction by maintaining high standards of product quality and on-time delivery.
* Address customer concerns and implement corrective actions as necessary.

**Role Key Performance Indicators (KPIs)**

1. Top Line/Bottom Line P&L, Cash Flow & Balance Sheet Metrics
2. Return on Equity & Return on Asset Metrics
3. Manufacturing Metrics, Production, Cost, Customer Satisfaction
4. Operating Cost and Delivery Metrics
5. Human Capacity Metrics (developing & retaining key people)

**Hiring Criteria:**

* BA business administration, Engineering, Operations Management, or a related field.
* Minimum of 10 years of experience in a senior role within the manufacturing industry, preferable jewellery.
* Proven track record of managing plant operations and leading large teams.
* Strong knowledge of manufacturing processes, quality control, and Lean Manufacturing principles.
* Excellent leadership, communication, and interpersonal skills.
* Financial acumen and experience with budgeting, forecasting, and financial reporting.
* Ability to think strategically and execute tactically.
* Strong problem-solving and decision-making abilities.
* Commitment to safety, quality, and continuous improvement.