

RICK J. HALL

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SUPPLY CHAIN MANAGEMENT

Collaborative Operations Leader Focused on People, Processes & Productivity

Supply Chain professional offering a proven track record of delivering quality solutions, with experience in operations, logistics, and customer service. Proven ability to identify and implement necessary changes to increase customer satisfaction and efficiencies while decreasing operational costs.

Operations Excellence: Leads and supports projects and teams with planning, strategizing managing and execution to achieve targeted objectives. Champions, develops and sustains a culture of continuous improvement, building business performance excellence by controlling costs and ensuring quality.

Logistics Management: Diverse experience leading supply chain teams focused on developing logistics processes to improve efficiency and service performance. Exceptional knowledge of logistics; including routing, warehousing, inventory control and customer service.

Business Transformation and Leadership: Provides engaged leadership to increase efficiency and meet business unit targets. Develops, mentors and trains employees to excel and achieve overall success. Experienced ERP systems: financial management, human capital management, procurement, and analysis. Leverages customer relationships, key resources, and relevant methodologies to improve and maximize quality, and on-time delivery performance.

CORE COMPETENCIES

Project Management - Inventory Control - Strategic Sourcing - Cost Control - Change Management
Negotiations - Budgeting - BI Tools - Lawson - Kronos - VendorMate - Continuous Improvement
Supply Chain Readiness - Forecasting - Contract Management - Training - Scheduling - KPIs
Performance Management - Vendor Relations - Conflict Resolution - Talent Management
Creative Thinking - Empowerment - Flexibility - Fostering Teamwork

PROFESSIONAL EXPERIENCE

BANNER HEALTH, Phoenix, AZ

1999 - 2018

Director, Supply Chain

(2013 – 2018)

Accountable for more than \$15 million in hospital supplies and \$400,000 in medical equipment for a 500 certified-patient bed medical center and a 10,000 Sq.ft warehouse with 950 different medical supplies. Responsible for multiple facility departments, clinics, and a team of 25 staff members. Monitored operational expenses and supply costs; reviewed spending and identified opportunities. Led or co-led multiple system projects that were focused on process improvement, consignment management, and inventory control.

- Posted an average of \$1.5 million in supply expense savings since 2013 by replacing more expensive supplies with lower cost products that maintained quality standards. Partnered with established vendors to reduce overall costs by negotiating better pricing agreements.
- Improved employee engagement scores to an average of 87%, along with a reduced average turnover rate of 9%, by developing leaders that followed a servant leadership style.
- Targeted performance management efforts to supply picking errors, employee conflict and overall lack of focus. Conducted interactive 1:1 meetings to clarify and monitor plan of action. As a result, engagement scores increased from 78% to 83% and picking errors decreased 50%.

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BANNER HEALTH (cont'd)

Director, Supply Chain

- Increased productivity KPIs by reviewing and aligning staffing against current workload and focusing on customer phone calls regarding supply issues. Modified staff schedules and adjusted tasks to different shifts. These changes reduced both overtime costs and out-of-stock supplies by 50%.
- Supported the acquisition, design and supply/service management of new MD Anderson Outpatient cancer clinic on hospital campus.

Senior Manager, Supply Chain

(2010 – 2013)

Managed departmental operations, collaborating with the department Director to monitor supplies and manage multiple facility projects. Focused on staff engagement and maintaining positive departmental culture. Developing staff-centric activities during monthly meetings, providing feedback during monthly 1:1s and ensuring all leaders interacted with staff daily.

- Coordinated team projects that promoted peer networking and sharing best practices throughout the company, empowering the group to contribute to processes improvement initiatives.
- Led Supply Chain team through the transition from a small healthcare entity to a component of a much larger corporation. Program of informative meetings, targeted communications and transparent processes led to employee engagement scores increasing by 10% to 85%.

Supervisor, Supply Chain

(1999 – 2010)

Managed \$1 million supply distribution budget for Boswell and Del Webb Medical Centers, hospitals that contained 500+ and 300+ certified patient beds, respectively. Managed annual postage and freight spend, which averaged more than \$800,000.

OSCO DRUGS, Phoenix, AZ

Operations Manager - Receiving Manager / Supervisor

EDUCATION

Bachelor of Science, Applied Management

Grand Canyon University

Phoenix, AZ