

<p>International Network Manager sep-2003 – dec-2007</p> <p>From the start I was responsible to set up and maintain a network of bodyshops and suppliers in the Benelux and to develop the networks business model.</p> <p>In January 2006 I became international network manager, with functional responsibility for the development and implementation of our network strategy, such as selection criteria, network auditing, reporting tools, organisation of network management within Nobilas and ICT solutions. Being functionally responsible for network management I had network managers in the European countries and North America reporting to me.</p>	<p>Nobilas Claims & Fleet Solutions</p> <p>Accident management provider, part of AkzoNobel, 320 employees in Europe and the US.</p> <p>Member of the International Support Group, reporting to our GM.</p>
<p>International Claims Manager jan-2001 – sep-2003</p> <p>Development of procedures and training for the proper handling of (mostly motor-)claims in 4 countries. Selection of partners for our business process outsourcing. Monitoring of our services to clients. Planning and execution of internal audits (operational reviews). 8 claims-employees in 4 countries reported to me.</p>	<p>Ineas Insurance Company</p> <p>European online Insurance cie.</p> <p>Reporting to Operations Director.</p>
<p>Manager Business development / Regional manager apr-1997 – dec-2000</p> <p>Development and implementation of working procedures, procurement, Total Quality Management. Responsible for our Business realty as well as investments. 5 employees reporting to me.</p> <p>As regional manager I was responsible for 12 subsidiaries regarding financial and operational results, kpi's, HRM, Total quality management etc.</p>	<p>Care Schadeservice BV</p> <p>Network of around 60 owned bodyshops in the Netherlands and Belgium</p> <p>Member of the management team, reporting to GM.</p>
<p>Manager Business unit. jan-1995 – apr-1997</p> <p>Setting up new business: Marketresearch, acquisition of work, organisation of our business, such as mystery shopping, customer surveys, workshop reviews etc. I also performed as projectmanager within the Dutch Dekra holding.</p>	<p>DEKRA Test & Onderzoek BV</p> <p>International company for quality reviews within the automotive business</p>
<p>After Sales manager dec-1989 – dec-1994</p> <p>Development of policies re. after sales for the different departments within BOVAG. Consultation and negotiation with other trade associations, governmental organisations and other parties, all in the interest of our associated members. Emphasis lied on MOT, carried out by our members, bodyrepair and environmental issues. I have taken part in AutoRecycling Netherlands, where we, as automotive branche, have taken full responsibility for the proper end-of-life handling of cars.</p>	<p>BOVAG</p> <p>Trade association of 11000 automotive related companies, such as car dealers, independent garages, car rental companies etc.</p>
<p>Manager Quality Assurance sep-1986 – nov-1989</p> <p>Setting up a quality control and –assurance department, aiming to have better insight in the quality-performance of our production processes and the avoidance of quality costs. Part of this has been to set up a quality control department with, training of employees to avoid quality issues, calibration of production- and measuring equipment.</p>	<p>Sorba Precisieplaatwerk BV</p> <p>Industrial supplier of high precision sheet metal products to the industry</p> <p>Member of the Management Team, reporting to GM</p>

Chief Quality Engineering**jun-1983 – sep-1986****DRU BV**

Reviewing product-design and production processes with our customers, aiming to simplify production while maintaining full compliance to specifications and fitness for use.

Industrial supplier of high quality components to the industry worldwide

Also I have supported in pre-production phasing, development of quality control methods, measuring systems etc. in order to achieve product certification.

Other education

- A diversity of Quality Assurance related educations
- Environmental studies, Erasmus university 1991
- Krauthammer management training 1992
- Commercial training 1995
- Business Objects (reportingtool for Management Information), 2002
- Siebel Analytics (reportingtool for Management Information) 2007
- Private Counseling by Human Difference, 2010 and 2011