

RICHARD MILBURN

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Professional Profile

Manufacturing leader with 21 years' progressive experience at Erwin Hymer Group UK, rising from shop floor operative to Cell Leader of a 29-strong production team across 260 processes. Builds performance by developing people rather than just fixing processes — most notably lifting line First Pass Yield from an average of 58% to 92%. Now targeting Operations, Continuous Improvement, or EHS leadership roles where the same approach applies: clear direction, genuine team ownership, and results delivered through people. Recently completed Lean Six Sigma Yellow and Green Belt and NEBOSH-Verified AI in OSH; now completing the NEBOSH General Certificate.

Career Highlights

- Lifted line First Pass Yield from an average of 58% (September 2024 to March 2025) to 92% in July 2025, with individual weeks reaching 100%, by giving shop-floor teams direct ownership of quality.
- Grew team skills competency from 36% to 86.6% over two years, achieving 44.2% cross-coverage, with 11 of the 29 team members fully skilled on the matrix, and removing single points of failure.
- Co-implemented SafetyQube, an EHS (environment, health, and safety) management system; top reporter on site, personally raising 108 of the 324 reports logged from April 2025 to March 2026 (102 near misses and hazards, 6 accident reports), 33% of all site reports.
- Delivered a 40% reduction in vehicle defects and cut Damaged-in-Production scrap costs to 17.7% under annual budget.
- Designed and led a cross-functional 3x3 training programme, raising operator capability from 79% to 100% across three roles in five months — an approach unmatched elsewhere on site.
- Tracked and drove down equipment downtime across the line, logging breakdown time daily (about 104 hours recorded on the line tracker between August 2023 and July 2025) and targeting the worst offenders through proactive maintenance scheduling and rapid fault escalation.

Work Experience

Team Leader / Cell Leader — Erwin Hymer Group (2015–2026)

Title changed to Cell Leader in 2025 following a contract update; role and team remained the same.

- Led a 29-person production team across 260 processes, owning SQCDP performance, pay evaluation, and disciplinary processes, and partnering with HR, Finance, Sales, R&D and Product Service to align output with build schedules.
- Worked with the Head of Health & Safety to shift the team from compliance to genuine safety ownership — the driver behind the near-miss reporting results above.
- Used visual management to run the cell, with SQCDP and skills boards reviewed with the team, which supported the first pass yield and skills cover results above.
- Built and maintained a bay-level Competency Management Matrix mapping all 260 processes, underpinning the skills-competency transformation above.
- Audited SOPs and QVAs to 97.7% critical process coverage; conducted ergonomic (QEC) risk assessments and PUWER-compliant daily machine checks.
- Ran daily reporting and root-cause investigation on production scrap, converting findings into corrective actions and sustained budget improvement.
- Raised 29 of 38 site Design Change Requests (DCRs) (93% close rate), using AutoCAD to draft and validate layout changes, standardising fault capture and driving accountability across shifts.

Key Skills

Leadership & Management

- Coaching & team development
- Performance management & improvement
- Workflow planning
- Safety-focused approach
- Agile prioritisation of workloads

Process Improvement

- Lean manufacturing
- Quality control & RCA
- FPY improvement
- Visual management: SQCDP boards, tiered daily management, skills matrices and 3x3 cross-training tracking

Technical Expertise

- Gas/electrical installation
- Mechanical assembly
- SOP/QVA development

Software

- Microsoft Office
- Production/Inventory Systems
- SharePoint
- AutoCAD

Production Key Operative — Erwin Hymer Group (2010–2015)

Promoted from Caravan Production Operative.

- Planned workload distribution to maintain workflow and meet production targets; maintained tools and machinery to minimise downtime.
- Coordinated returned parts and components for efficient processing.

Caravan Production Operative — Erwin Hymer Group (2004–2010)

- Installed electrical systems, PDUs, alarms, battery boxes, lighting, fridges, boilers, pumps, heating controls, and solar systems.
- Performed bonding, preparation, and final quality checks.

Education

Moorside Community Technology College — GCSEs (1991–1996)

Certifications

Completed

- Lean Six Sigma Yellow Belt (CSSC Accredited, July 2026)
- Lean Six Sigma Green Belt (CSSC Accredited, July 2026)
- NEBOSH-Verified AI in Occupational Safety and Health (2026)
- AI Fluency Certification x6 (Anthropic Academy, 2026)
- Leadership and Management Training — Graduate
- Supervisory and Management Training in H&S — Graduate
- IOSH Managing Safely / Working Safely
- NVQ Level 2 Team Leading
- Business Improvement Techniques
- Full UK Driving Licence

In Progress

- NEBOSH General Certificate

Awards & Memberships

- Certificate of Recognition (2023) — 5S SFM Project | Quality Concern Member | Gemba Walk Member | SafetyQube Implementation Team