

STEVEN M. SCHONOUR

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CORPORATE QUALITY EXECUTIVE

Print Quality Control – Customer / Supplier / Sales / Plant Communication

Successful at managing large retail customer accounts and coordinating multiple printing plant operations to achieve premium printed quality results that add value in an efficient and cost effective manner. Served as key company contact with major retail customers including Wal-Mart, CVS, Lowes, and Bed Bath & Beyond. Traveled extensively across the U.S. to customer headquarters and many of Quebecor's 19 plant locations. Demonstrated technical and management skills in the printing and retail advertising industry. Academic credentials: B.S. – Rochester Institute of Technology (RIT). Areas of expertise include:

- Customer Relationship Management
 - Corporate Quality and Productivity
 - Multi-Plant Communication
 - Project Management
 - Operations Management
 - ISO Documentation and Procedures
 - Process Analysis / Improvement
 - Troubleshooting and Problem Solving
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QUEBECOR WORLD INC.

1985 – 2008

QUEBECOR WORLD, INC. – Corporate

Quebecor World is a global leader in providing high-value, complete marketing and advertising solutions to leading retailers, catalogers, and branded goods companies, as well as a full service print solutions provider for publishing companies.

Group Quality Manager (Jan. 2007 – Dec. 2008)

Joined the Quebecor World Retail Corporate Quality team consisting of four managers, each responsible for major retail accounts. Functioned as primary technical print quality contact for Wal-Mart, Lowes, CVS, and Bed Bath & Beyond, coordinating all print quality, production activities, and communication among printing facilities, company sales personnel, vendors, and customer representatives nationwide.

Traveled frequently to customer headquarters and many of Quebecor's 19 Gravure and Offset plant locations throughout the U.S. Worked directly with customers and plant personnel to improve print quality through grading programs, process improvements, and standardization of multi-plant operations.

- **Designed and instituted comprehensive quality procedure manuals** to standardize quality-related production and inspection procedures companywide for Wal-Mart, CVS, and Lowes.
- **Developed quality grading programs to measure plant quality performance** on all Wal-Mart, CVS, and Lowes printed inserts. Tracked and reported performance through plant self-grading sheets, monthly summaries, and year-to-date scorecards summarizing and ranking individual plant effectiveness. Results were used to institute performance improvements.
- **Called upon frequently by Wal-Mart to provide final color approvals on press runs.** Assisted plants to implement “virtual proofing” capabilities at each print site, eliminating hard proofs.
- **Greatly strengthened relationships with customers** by becoming a valuable resource and partner in their print quality improvement, demonstrating a commitment to enhancing and adding value to their products, and contributing to their ongoing success through their print advertising agendas.

QUEBECOR WORLD – Buffalo Plant

Quebecor World – Buffalo is one of the country's leading publication and mass market paperback book printing facilities, offering gravure press, web offset, and electronic prepress.

Pressroom Supervisor / Manufacturing Analyst (2002 – Jan. 2007)

In January 2006, assumed responsibility for managing shift operations in the gravure pressroom, with responsibility for 50+ employees in an ISO 9002 certified facility. On weekends, responsible for the entire press operation, consisting of the gravure, sheet-fed offset, and photopolymer pressrooms (100+ employees). Accountable for scheduling, manning, troubleshooting, and maintenance of equipment; productivity, safety, employee relations, color approvals, quality, and employee training. Worked closely with journeymen on each piece of equipment to ensure optimal results. Interfaced regularly with other supervisors to address a variety of manufacturing issues.

As a manufacturing analyst, was responsible for analysis, technical troubleshooting, problem solving, and improvement of manufacturing processes affecting product quality and cost. Led internal teams, employees, and suppliers to meet and exceed desired results and customer expectations. Responsible for all customer gradations and any changes required. Managed the gravure ink consumption program to ensure a positive contribution to the bottom line.

- **Subject Matter Expert (SME)** representing the Buffalo facility on the 13-plant U.S. Gravure Platform Optimization Team. Efforts to develop and implement corporate-wide cost cutting initiatives and quality enhancements resulted in a \$1.5 million positive contribution.
- **Converted Best Buy account from a \$224,600 loss to a \$323,000 contribution** (a \$547,600 positive impact) by modifying ink consumption characteristics.
- **Facilitator/Team Leader of programs and initiatives** that have resulted in improved quality, productivity, efficiencies, waste reduction, and customer satisfaction.
- **Member of Quebecor World Core Team** responsible for writing and implementing ISO compliance documentation and procedures, securing ISO 9000, 9001, and 9002 certifications.
- **Member of Quebecor Buffalo Fire Brigade**, serving in an EMT capacity.

Manager – Gravure Cylinder Manufacturing, Prepress and Cover (1997 – 2001)

Assumed responsibility for manufacturing operations in the gravure cylinder manufacturing, photopolymer platemaking, prepress, and sheet-fed printing departments. Provided leadership and direction to 5 supervisors and up to 100 hourly employees (3 shifts, 24/7) in a union environment. Directed all production activities including manpower assignments and scheduling, production control, budgeting, quality assurance, inventory control, supply procurement, safety, and employee training.

- **Served as key contact with major customers visiting the plant**, including Sears, Reader's Digest, Best Buy, Circuit City, Eckerd Drug, Universal Studios, and American Automobile Association.
- **Established long-term relationships with customers** by demonstrating a thorough knowledge of printing and production processes and focusing on customer needs.
- **Appointed "BEST Team" facilitator for Quebecor Business Excellence Solutions Teams.** Trained team leaders in "BEST Team" implementation.

Superintendent – Gravure Cylinder Manufacturing (1993 – 1997)

Managed the 3-shift gravure cylinder manufacturing operation. Responsible for 25 employees and accountable for budget attainment, scheduling, equipment maintenance, training, and safety. Personally responsible for adjusting all Helio gradations to meet customer needs.

- **Proposed, justified, secured approval for, and completed a \$1.1 million upgrade** of existing Helioklischographs to new K-406, 12-channel engraving technology.
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PRIOR EXPERIENCE

ARCATA GRAPHICS – Buffalo, NY

Commercial printer specializing in publications, newspaper inserts, and paperback books. The company was purchased by Quebecor Printing in 1993.

Manager, Cylinder Manufacturing – Arcata Graphics (1992 – 1993)

Supervised team of three leadmen and 30 production employees (3 shifts, 24/7) in cylinder and photopolymer manufacturing operations. Developed and implemented a \$2 million departmental operating and capital budget.

Gravure Advisor (1990 – 1992)

Project Manager, Prepress (1985 – 1989)

ALCO GRAVURE, INC. – North Hollywood, CA

Production Manager (1983 – 1985)

EDUCATION / PROFESSIONAL DEVELOPMENT

ROCHESTER INSTITUTE OF TECHNOLOGY (RIT) – Rochester, NY

Bachelor of Science – Printing Management / Technical

ISO 9001 Training, Buffalo, NY, annually

Process Mapping, Quebecor World

Facilitating for Results, Quebecor World

Set-Up Reduction, Saddle Island Institute

Staub Peterson HILS (High Impact Leadership Seminar)

Kepner/Tregoe Problem Solving / Decision Making

McKinsey & Company's Best Teams Training (Business Excellence Solutions Teams)

TECHNICAL AND COMPUTER SKILLS

Highly knowledgeable of the following manufacturing equipment: Gravure and Offset printing presses, Helioklischograph cylinder engraving machines (Helios), Polishmasters, copper and chrome plating lines, pressroom equipment, photopolymer platemaking equipment. Solid understanding of bindery operations, paper grades, printing ink systems, and quality. Proficient in Microsoft Excel, Word, and PowerPoint.

AFFILIATIONS

Gravure Association of America (GAA)

Buffalo Club of Printing House Craftsmen (BCPHC)

National Ski Patrol (NSP); Buffalo Ski Club (BSC)

Buffalo Bills Security / Contemporary Services Corp. (CSC)