

## Brian Sims FCMI, QDR(M)

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A motivated and extremely driven individual with a successful track record in service and technical product environments. With over 10 years' senior management experience, uses exemplary negotiation skills to build strong relationships with clients. Strong cross-cultural communications and liaison experience throughout Europe, Asia and South Africa. In-depth technical knowledge combined with senior management expertise resulting in valuable skill-set.

- Expert witness • Customer Mediation • Qualified Dispute Resolver
- Technical product evaluation • Resource Planning • General Management • Contract Negotiation
- Budget Management • Service Delivery • Team Leadership

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### PROFESSIONAL EXPERIENCE

#### **Metis Print Consultancy**

2010 - present

*Metis Print Consultancy offers a number of specialist advisory services to the graphics industry specifically in the offset lithographic sector. Services include expert witness, training, business management, business efficiency, cost based analysis, colour standardization. Furthermore in the field of dispute resolution Metis can offer full commercial mediation/ADR services. The customer base of Metis consists of solicitors, insurance companies, loss adjuster, financial institutions and printing companies.*

Currently working as owner and principal consultant of Metis Print Consultancy and qualified commercial mediator. Listed on a number of expert witness databases (specialist field-lithography) is fully trained and qualified to act as a Single Joint or Party appointed expert witness. Field of expertise is the design and manufacture of printing presses and the use of printing equipment in a production environment. Duties undertaken include being able to review expert witness evidence, conduct expert witness meetings and prepare court approved reports, and if required, attend court and give evidence.

Business administration advice given to businesses looking to expand or resolve technical and process issues. Evaluation of capital expenditure projects on behalf of clients ensure both best match of both equipment and investment value. As a fully qualified commercial mediator disputes other than printing related issues can be undertaken.

#### **Komori UK Ltd (1998 – 2010)**

*Komori UK is a subsidiary of the Komori Corporation in Japan. The corporation makes high value offset lithographic printing presses for the commercial printing market. Komori UK Ltd has a turnover of over £35 Million per year and has 50 employees.*

Promoted through increasingly senior technical and management positions following success in technical and operational delivery, budget management and team leadership.

#### **Technical and Service Director**

2006–2010

Key leadership role with 35 direct reports including field-based engineers, senior project engineers, managers and administration staff. Full executive responsibility for budget management, strategic planning, human resources, health & safety and statutory legal obligations. Directs installation, servicing, problem resolution and customer training on an installed base of 1,500 printing presses in UK, Eire, Scandinavia, Eastern Europe and South Africa. Instrumental in contract negotiation and evaluation of equipment.

- Increased service turnover from £500 Thousand to over £1 Million in three years through introduction of targeted service revenue budget allocated to individual sectors and staff.

- Developed and implemented pay-related incentive scheme for senior managers, now a model for three other European subsidiaries.
- Developed close relationships with influential Komori customers which opened dialogue and ensured customers retention.
- Assisted customers to improve company performance via Lean Manufacturing, Kaizen and Six Sigma techniques

### **National/General Service Manager**

2001–2006

Led 20 direct reports including field-based engineers & printers and technical service desk personnel. Challenged to deliver the installation of 25-30 machines per year worldwide and respond to customer requests for service visits. Full responsibility for sub-contractor budget and accounts receivable against new machinery installations. Assisting factory engineers with machine development (Kaizen, Six Sigma).

Appointed a trustee of the Komori Employee Benefit Scheme (DB pension).

- Halved sub-contractor budget from £700 Thousand to £350 Thousand through implementation of process and service improvements.
- Reduced outstanding payments attributed to installation issues from £1.5 Million to zero in three years.
- Led the restructure of the bespoke service management and Enterprise Resource Planning (ERP) system ensuring accurate management information leading to a reduction in contract labour and increased staff utilization.
- Initiated outsourcing of smaller printing press installations allowing highly skilled workforce to be utilised effectively.
- Co-ordinated the installation of ISO9001 within the service department.

### **Web Operations Manager**

2000–2001

Appointed to lead the commissioning and installation of large web offset press installations with a capital cost of £2.5 Million per press. Led five direct reports of highly skilled and specialised printers, electrical engineers and mechanical engineers. Directed the web operations department resolving technical problems referred by service department.

- Initiated technical request system improving communication between Japanese factory and European subsidiaries.
- Designed and implemented commissioning document used by installation engineers to ensure uniform installation and commissioning. Reduced call backs received in first three months of installation by 30%.
- Designed and implemented standard print test procedures adopted by sales department which led to two week reduction of press acceptance by customer.

### **Southern Service Manager**

1998–2000

Led a team of service engineers, electrical engineers and print demonstrators. Directed the installation and service support for customers using sheetfed offset lithographic printing presses.

- Successfully planned and implemented transfer of office from Bristol to Swindon with no break in service to customers.
- Established manufacturing facility at the Southern Branch Office enabling efficient repairs to machinery and equipment.
- Launched new branch office to customers and facilitated open day with industry partners and local dignitaries.

### **EDUCATION**

HNC Mechanical Engineering

NVQ Level 4 Management

Fellow Chartered Management Institute

Languages: German