



GENERAL

<i>Name</i>	Tom Serroels
<i>Address</i>	Olmenlaan 14, 9870 Zulte, Belgium
<i>Mobile</i>	+32 (0)477 700 635
<i>Email</i>	tom.serroels@excellencio.be
<i>Website</i>	www.excellencio.be
<i>Age</i>	41 years (15 march 1977)
<i>Nationality</i>	Belgian
<i>Languages</i>	Dutch: Native language English: Very good French: Good



EDUCATION & CERTIFICATES

2018	Coaching	Signature 4 Succes
2013 - 2014	Training	Master In Results - Carl Van de Velde Institute
2010	Training	Breakthrough to Success - Open Circles Academy
2010	Training	Master Entrepreneur - Open Circles Academy
2010	Training	Financial Freedom Intensive - Open Circles Academy
2007	Certificate	PMI PMP (Project Management Professional)
2006	Training	PROMAR (Project Management Reinforcement)
2006	Training	Coach the Coach
2004 - 2006	Training & certificate	APICS CPIM (Certificate in Production and Inventory management) <ul style="list-style-type: none"> ▪ 11 march 2006 : Strategic Management of Resources (SMR) ▪ 24 sept 2005 : Execution and Control of Operations (ECO) ▪ 23 july 2005 : Detailed Scheduling and Planning (DSP) ▪ 19 march 2005 : Master Planning of Resources (MPR) ▪ 11 dec 2004: Basics of Supply Chain Management (BSCM)
2001	Certificate	SAP certificate: Application Consultant 'Production Planning'
2000	Training	SAP course: LO210 Production planning 4.6
2000	Training	SAP course: LO215 Production orders 4.6
2000	Training	SAP course: LO020 Processes in Procurement 4.6
2000	Training	SAP course: SAP20 R/3 Overview 4.6
1995 - 2000	Studies	Civil Engineer Mechanics, specialization Business Management (University of Gent) <ul style="list-style-type: none"> ▪ 5th year : cum laude ▪ 4th year : magna cum laude ▪ 3th year : cum laude ▪ 2nd year : cum laude ▪ 1st year : cum laude



EMPLOYMENT HISTORY

Freelance: Excellencio	Sept 2008 – now
Delaware Consulting	Sept 2000 – Aug 2008

PROFILE

After his university studies Tom Serroels joined Delaware Consulting in September 2000 as a Junior Consultant.

Tom has been working in an environment of both small and major projects focusing on the analysis and the implementation of the logistic SAP ECC modules **PP** and **MM**. Besides his deep experience in these core modules, he also gained a solid experience in the logistic SAP ECC modules **SD**, **LE** and **WM**.

He has experience in **integrating the SAP platform** with other software packages and has a strong interest in **optimizing** the internal organisation and the execution of the **supply chain processes**.

On multiple projects he also took up all responsibilities of a **project manager** and coached different team members.

In September 2008 Tom left Delaware Consulting – at that time working at the level of Manager – and decided to continue his consulting work as a freelance consultant.

A strong perseverance, thoroughness, an eye for details, a good team player, social-minded and honest are the main characteristics well describing Tom's attitude.

PROFESSIONAL CONSULTANCY EXPERIENCE

Package experience	<p>Modules:</p> <ul style="list-style-type: none">- SAP R/3, module PP (Planning & Production)- SAP R/3, module MM (Materials management)- SAP R/3, module SD (Sales & Distribution)- SAP R/3, module LE (Logistics Execution)- SAP R/3, module WM (Warehouse Management) <p>Versions:</p> <ul style="list-style-type: none">- R/3 ERP 4.6C- R/3 ERP 4.7- R/3 ERP 6.0 <p>User interface:</p> <ul style="list-style-type: none">- classic SAP GUI (Graphical User Interface)- SAP NWBC (Netweaver Business Client)
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Overview of projects:

Aug 2018 – Now	<p>Unilin Panels: Chip business - wood Procurement</p> <p><i>SAP Project Manager - Subject Matter Expert MM, QM & SD</i></p> <p>Unilin Panels - MDF business is a company in MDF panels which implemented an SAP project for the procurement of wood with in scope the modules MM, QM, SD, FI an CO and which also implemented an integration project via Biztalk (Microsoft) with Kilosoft (weighbridge app), Labo (quality app) and Vendor Portal. Tom was responsible for the business blueprint and the implementation of the Materials Management module, the Quality Management module and the Sales & Distribution module. Following functionalities were in scope for procuring wood: contracts, inbound delivery & transport, quality check for receipts, delivery-specific purchase pricing after quality check, shipment costing, self-billing (AP), billing for recycled wood (AR). Tom was also responsible for all master data conversion related to the modules MM, QM & SD.</p>
Aug 2018 – Dec 2018	<p>Unilin Panels: 3PL Novanatie</p> <p><i>SAP Project Manager - Subject Matter Expert MM & SD</i></p> <p>Novanatie is a third-party logistics provider in the harbor of Antwerp. Tom was responsible for the business blueprint and the implementation of an integration project between Unilin Panels and the 3PL partner that manages the finished products warehouse for export in Antwerp. The system integration between Unilin Panels and the 3PL partner was based on 4 types of interface messages which are interchanged over Biztalk (Microsoft): material master, ASN, shipment instruction, shipment confirmation.</p>
Feb 2017 – July 2018	<p>Unilin Panels: MDF business</p> <p><i>Subject Matter Expert MM & SD - Team lead Master data</i></p> <p>Unilin Panels - MDF business is a company in MDF panels which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO and which also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS. Tom was responsible for the business blueprint and the implementation of the Materials Management module and the Sales & Distribution module. Tom was also responsible for all master data conversion related to the modules MM, SD & PP.</p>
Mar 2016 – Jan 2017	<p>Unilin Flooring BE: integration company Balterio</p> <p><i>Subject Matter Expert MM & SD - Team lead Master data</i></p> <p>Balterio is a company in wooden laminate parquet floor which has been acquired by Unilin Flooring Belgium. They implemented an SAP project with in scope the modules PP, MM, SD, FI, CO, WM, and QM and they also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS as a roll-out from Unilin Flooring BE. Tom was responsible for the business blueprint and the implementation of the Materials Management module and the Sales & Distribution module.</p>



	Tom was also responsible for all master data conversion related to the modules MM, SD & PP.
Oct 2014 – Febr 2016	Qatar Solar Technologies (for Sperry Swiss) <i>SAP Project Manager</i>
	Qatar Solar Technologies is a company in solar energy solutions which implemented an SAP project with in scope the modules MM, FI, CO, PP, PM, QM, SD, WM, EHSM and HCM. The approach of this project is based on SAP Best Practice business processes. As Project Manager Tom was overall responsible for the correct implementation and delivery of all phases of the project: Preparation, Scope Validation, Realization, Training, User Acceptance Testing, Cut-over and Go-live. He leads an international team of 20 European and Indian team members.
Aug 2013 – Sept 2014	Spano <i>Subject Matter Expert MM - Team lead Master data</i>
	Spano is a company in chipboard panels which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO and which also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS. Tom was responsible for the business blueprint and the implementation of the Materials Management module containing master data, purchase requisitions, purchase orders, pricing, output, contracts, subcontracting, third-party purchasing, stocktransports, purchase order release, vendor confirmation, returns, inventory management and waste management. Tom was also responsible for all master data conversion related to the MM module.
Apr 2011 – July 2013	Daltile <i>Subject Matter Expert PP & MM - Team lead Master data</i>
	Daltile, a subsidiary of Mohawk Industries, manufactures, distributes and markets high-quality ceramic tile and natural stone products. Daltile is the largest ceramic tile manufacturer in the U.S. and one of the largest tile manufacturers in the world employing over 10.000 employees. The company implemented an SAP project with in scope the ERP modules MM, FI, CO, PP and SD and also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC, Red Prairie WMS and Logility TMS. Tom was responsible for the business blueprint and the implementation of the Production Planning module in a discrete manufacturing environment containing master data and production orders. Tom was also responsible for the business blueprint and the implementation of the Materials Management module containing master data, purchase requisitions, purchase orders, pricing, output, subcontracting, stocktransports, purchase order release, vendor confirmation, returns, inventory management and batch management. Tom was also responsible for all master data conversion related to the PP & MM module. Tom was also involved in the analysis and implementation of the interfacing via Biztalk (Microsoft) with GMP (OM Partners), SFC, Red Prairie WMS and Logility TMS.



Feb 2010 – Mar 2011	Daikin Europe
	<p><i>Subject Matter Expert MM, LE, SD & PP</i></p> <p>Daikin Europe is a company in air conditioners for private, commercial and industrial use who adopted SAP as their worldwide ERP solution in 2001 and that implemented since then continuously new SAP projects in the domain of</p> <ul style="list-style-type: none"> - SAP ERP logistic modules: PP, MM, SD, LE, WM, QM, PM - SAP ERP financial modules: FI and CO - SAP Business Intelligence (BI) - SAP Customer Relationship Management (CRM) - SAP Advanced Planning Optimizer (APO) - SAP Global Trade System (GTS) - SAP Master Data Management (MDM) <p>Tom was responsible for the business blueprint and the implementation of an integration project between Daikin Europe and the 3PL partner that manages the production parts warehouse in Ostend.</p> <p>Following processes / domains were managed by Tom during this integration project: purchase orders, stock transport orders, inbound deliveries, outbound deliveries, KANBAN replenishment, JIT calls, quality inspection during inbound delivery and quality inspection for existing warehouse stock, inventory management, logistics master data.</p> <p>The system integration between Daikin Europe and the 3PL partner was based on 15 types of Idoc which are interchanged over SAP Business Connector.</p>
Sept 2009 – Jan 2010	Ethnicraft
	<p><i>Subject Matter Expert MM, SD & WM</i></p> <p>Ethnicraft is a company which designs, produces and distributes contemporary solid wood furniture.</p> <p>The company implemented an SAP project with in scope the ERP modules SD, MM, WM, FI and CO, SAP Business Intelligence (BI) and parts of SAP Customer Relationship Management (CRM).</p> <p>Tom was responsible for the business blueprint and the implementation of the Sales & Distribution module, the Materials Mgt. module and the Warehouse Mgt. module.</p> <p>The project was based on the preconfigured Business-All-In-One system and efficiently implemented via SAP's ASAP Focus methodology.</p>
June 2009 – Aug 2009	Unilin Group
	<p><i>Business Architect PP & MM</i></p> <p>Tom worked several years for the different business units within the Unilin Group (BU Flooring, Decor and Roofing).</p> <p>Tom was responsible for the documentation of all business process flows and the bundling of knowledge about all implemented functionality within the Production Planning module and the Materials Management module.</p> <p>The goal of these deliverables was to reinforce the Global Competence Center and to facilitate the future world-wide SAP projects.</p> <p>He also trained the internal staff of the Global Competence Center by conducting detailed system configuration trainings.</p>



Feb 2009 – May 2009	Unilin Decor (phase 2) <i>Subject Matter Expert PP & MM - Team lead Master data</i>
	Unilin Decor is a company in furniture panels which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO and which also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS. Tom joined the implementation team and was responsible for the implementation of the Production Planning module in a discrete manufacturing environment containing master data, production orders, material & capacity requirements planning. Tom was also responsible for the master data conversion and for drawing up and coordinating a quality assurance test plan.
Apr 2008 – Jan 2009	Unilin Roofing <i>Subject Matter Expert PP - Team lead PP</i>
	Unilin Roofing is a company in self-supporting and insulating roof elements and prefab roof systems which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO and which also implemented an integration project via Biztalk (Microsoft) with PRDUS SFC and Locus WMS. Tom was responsible for the business blueprint and the implementation of the Production Planning module based on the SAP Variant Configurator in a discrete manufacturing environment containing master data, production orders, master production scheduling, material & capacity requirements planning.
Oct 2007 – Dec 2007	Vitalo Packaging <i>Subject Matter Expert PP & MM</i>
	Vitalo Packaging is a company in high-tech packaging solutions for the electronical & medical industries which implemented an SAP project with in scope the modules PP, MM, SD, WM, FI and CO. Tom was not involved in the initial implementation but after a stabilisation period after go-live Tom gave some expert trainings, optimized the system configuration and redesigned the planning business processes.
Apr 2007 – Mar 2008	Daltile <i>Subject Matter Expert PP, MM & SD - Project manager</i>
	Daltile is a company in ceramic tile and natural stone which planned the implementation of an SAP project with in scope the modules PP, MM, SD, FI and CO and which also planned the implementation of an integration project via Biztalk (Microsoft) with Oracle, JDE, ASI and Red Prairie. Tom was responsible for the scoping and the logistics solution design for the SAP ERP and the integration project. In a first phase Daltile implemented the WMS Red Prairie implementation and its integration with the legacy systems; in this phase Tom was responsible for the high & low level design of the interfaces.
Jan 2007 – Aug 2008	Delaware Consulting <i>Business Architect ERP</i>
	Delaware Consulting is a consulting firm in the domains of ERP, CRM, SCM, BI, IT strategy and IT service management based on SAP and Microsoft solutions. Delaware Consulting implemented an internal project called "Architecture Based Consulting" for the



	<p>reinforcement of the knowledge of all Delaware consultants. As a business architect for the ERP domain Tom was responsible for a range of deliverables: business process flows, business domain concept, value model and marketing flyer.</p>
Jan 2007 – June 2007	<p>Jonckheere SRO <i>Subject Matter Expert PP, MM & SD - Project manager</i></p> <p>Jonckheere SRO is an automotive subcontractor which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO. Tom was responsible for the business blueprint and the implementation of the Production Planning module, the Materials Management module and the Sales & Distribution module as a roll-out from Jonckheere Subcontracting to Jonckheere SRO, extending this scope with intercompany stocktransports. He took part in the data conversion and drawing up and coordinating a quality assurance test plan. After go-live Tom performed the support for all users in the logistic modules PP, MM and SD. On this project Tom took up all responsibilities as a project leader (contract, implementation plan, staffing, budget reporting, invoicing, steering committee meetings).</p>
Sept 2006 – Dec 2006	<p>Telindus <i>Subject Matter Expert MM</i></p> <p>Telindus is a company in ICT solutions, sourcing services and network integration which planned the implementation of an SAP project with in scope the modules PS, CS, MM, SD, FI and CO. Tom was responsible for the business blueprint of the Materials Management module containing master data, purchase requisitions, purchase orders, pricing, output, subcontracting, stocktransports, vendor confirmation, returns, intrastat, inventory management, spare parts, purchasing services and vendor contracting.</p>
Feb 2006 – Aug 2006	<p>Unilin Decor (phase 1) <i>Subject Matter Expert PP & MM - Project manager</i></p> <p>Unilin Decor is a company in furniture panels which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO and which also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS as a roll-out from Unilin Flooring BE. Tom was responsible for the business blueprint and the implementation of the Materials Management module containing master data, purchase requisitions, purchase orders, pricing, output, subcontracting, stocktransports, vendor confirmation, returns, intrastat, inventory management and batch management. He took part in the data conversion and drawing up and coordinating a quality assurance test plan. After go-live Tom performed the support for all users in the module MM and was also involved in the optimisation of the internal organisation and the execution of the supply chain processes. On this project Tom took up responsibilities as a project leader</p>



	(budget reporting, invoicing, contracts, status meetings).
Feb 2005 – Jan 2006	Unilin Flooring US
	<i>Subject Matter Expert PP & MM</i>
	<p>Unilin Flooring US is a company in wooden laminate parquet floor which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO and which also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS as a roll-out from Unilin Flooring BE.</p> <p>Tom was responsible for the business blueprint and the implementation of the Production Planning module and the Materials Management module as a roll-out from Flooring BE to Flooring US.</p>
Jun 2003 – Jan 2005	Unilin Flooring BE
	<i>Subject Matter Expert PP & MM</i>
	<p>Unilin Flooring BE is a company in wooden laminate parquet floor which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO and which also implemented an integration project via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS.</p> <p>Tom was responsible for the business blueprint and the implementation of the Production Planning module in a discrete manufacturing environment containing master data, demand management, forecasting on historical consumption, production orders, master production scheduling, material & capacity requirements planning.</p> <p>Tom was also responsible for the business blueprint and the implementation of the Materials Management module containing master data, purchase requisitions, purchase orders, pricing, output, subcontracting, stock transports, purchase order release, vendor confirmation, returns, intrastat, inventory management and batch management.</p> <p>He took part in the data conversion, the design of some custom-made transactions for production planning and drawing up and coordinating a quality assurance test plan.</p> <p>Tom was involved in the analysis and implementation of the interfacing via Biztalk (Microsoft) with GMP (OM Partners), SFC and Locus WMS.</p> <p>After go-live Tom performed the support for all users in the modules PP and MM and was also involved in the optimisation of the internal organisation and the execution of the supply chain processes.</p>
May 2002 – Jun 2003	Artilat
	<i>Subject Matter Expert PP</i>
	<p>Artilat is a company in latex products which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO.</p> <p>Tom was responsible for the business blueprint and the implementation of the Production Planning module in a discrete manufacturing environment, containing master data, demand management, production orders, material & capacity requirements planning. He also took part in the data conversion, the design of a complete set of custom-made transactions and the design of an interface between a custom-made transaction and a</p>



	<p>measuring apparatus on the shop floor. After go-live Tom played an important role in the support of all users, mainly in the logistic modules (PP, MM and SD). He was also involved in the optimisation of the internal organisation and the execution of the supply chain processes.</p>
Mar 2002 – May 2002	<p>Punch Trnava <i>Subject Matter Expert PP</i></p>
	<p>Punch Trnava is a company in electronics manufacturing services which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO. Tom was responsible for the business blueprint of the Production Planning module in a discrete manufacturing environment.</p>
Oct 2001 – Mar 2002	<p>Punch Brugge <i>Subject Matter Expert PP</i></p>
	<p>Punch Brugge is a company in electronics manufacturing services which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO as a roll-out from Punch Bridgend. Tom was responsible for the implementation of the Production Planning module in a repetitive manufacturing environment, containing master data, demand management and material requirements planning.</p>
May 2001 – Oct 2001	<p>Punch Bridgend <i>Business Analyst PP</i></p>
	<p>Punch Bridgend is a company in electronics manufacturing services which implemented an SAP project with in scope the modules PP, MM, SD, FI and CO. Tom was responsible for the implementation of the Production Planning module in a repetitive manufacturing environment, containing master data, demand management and material requirements planning.</p>
Oct 2000 – May 2001	<p>Jonckheere Subcontracting <i>Business Analyst PP</i></p>
	<p>Jonckheere Subcontracting is an automotive subcontractor which implemented an SAP project with in scope the modules PP, MM, WM, SD, FI and CO. Tom took part in the implementation of the Production Planning module in a discrete manufacturing environment, containing master data, sales and operation planning (SOP), demand management, production orders, material & capacity requirements planning and subcontracting.</p>
Sept 2000 – Oct 2000	<p>Dectel <i>Business Analyst</i></p>
	<p>Dectel is a B2B company in mobile phones which implemented an SAP project with in scope the modules PP, MM, SD, FI, CO. Tom contributed in data conversion, inputting master data and dealing with open issues.</p>