

Developed standardized
onboarding & process
documentation
from fragmented legacy notes,
reducing reliance on tribal
knowledge and improving
operational continuity

Skill Demonstration
Process Documentation Specialist
Operations Coordinator
Business Process Analyst
Training & Systems Coordinator
Manufacturing Operations
Administrator

I took a process that existed
primarily in people's heads &
converted it into a system that
someone else could follow.

Are you ready to get your life back and
refocus on your area(s) of expertise?



Process Engineering / Training & Systems Coordination
I **DO** the things you pay consultants to **tell** you about



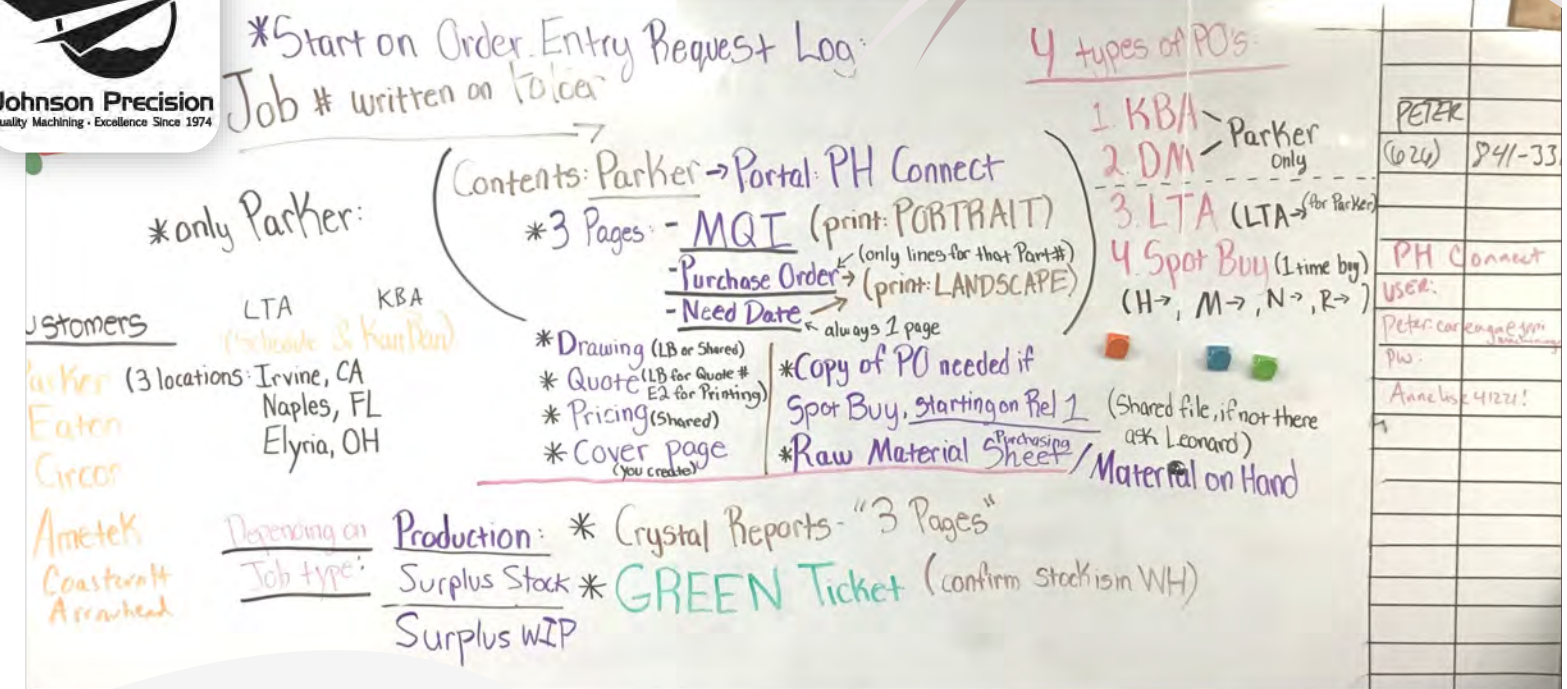
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Trimester News

2026 T2

Consolidating Tribal information into Repeatable Systems



Hired to resolve
8 Month Backlog
... then converted
tribal knowledge &
notes into
documented processes
that can be
trained, repeated,
audited, & improved.

- ✓ Cleared backlog.
- ✓ Standardized processes.
- ✓ Captured tribal knowledge
- ✓ Converted to replicable systems

Process Engineering / Training & Systems Coordination

NRE Non-Recurring Engineering
The one-time upfront costs required to research, design, develop, and test a new product or system before it goes into mass production.

P-PAP

Fair / FAI

Production Part Approval Process

Verify supplier understands all customer engineering design and specification requirements, and that their manufacturing processes can consistently produce compliant parts during an actual production run.

First Article Inspection Report

Rigorous, documented quality control process used to verify that the initial production run of a part or assembly perfectly matches the technical engineering drawings and design specifications before mass production begins.

Collins Corp Professional Services

COMMUNICATIONS

- Clients, vendors, peers
- Written, verbal, electronic

ACCOUNTING

- support: payables, receivables, payroll, billing, & reporting.

TRAVEL

- International & domestic flights, hotel, transportation, event registration, etc.

PRESENTATIONS/CREATIVITY

- PowerPoint Presentations & media clips
- Covers for bids, reports, etc.

TIME MANAGEMENT

- Efficient effective Accountable

ORGANIZATION

SCHEDULING/CALENDARING

PROJECT COORDINATION

WORD PROCESSING

EVENTS

- Venue, catering, transportation

DOCUMENT CONTROL

- Research, development, reproduction, packaging, presentation, tracking, & archive

RFP/RFP

- bid development editing, pre-bid outreach research & analysis, bonds, insurance, printing, assembly, submission, & post-bid follow-up.

Project Coordinator / Executive Administration

From Tribal Knowledge to Repeatable Systems

E2 Order Entry

Order Number: 43412
Part Number: 227913 REV B
Calculation: 10/09/14/208
Loss 0.23 as of 10/09/14/208
CUST: 1 B Firm WIP
CUST: Stock WIP
13/01/01/208
43413

Select ORDERS from MENU > NEW enter:
Enter Job #
Order # (tab tab)
Once it (tab) window should appear allowing you to select the part it you're here for.

RELEASES

STOCK	Prod Excess	Target Date	rel qty 1	Prod will change	actual due date
CUST: 1 Firm WIP			rel qty 1	rel qty 1	due (renewal) out there
CUST: Stock WIP			rel qty 1	rel qty 1	add job # to all 3 lines of LOT column

ROUTER (screen shot)

If surplus order: delete all routing information > click ok
If production order: leave as is > click ok

REVIEW/PROCESS

add/repeat Job #
Zero out Qty in Post & Qty to Make COLUMNS only
> OK, ALL.

JPPI initially hired me to help resolve an eight-month aerospace parts order entry backlog. I addressed another challenge at the same time:

preserving operational knowledge.

Information was scattered across verbal instruction, legacy notes, personal notebooks, screenshots, and undocumented procedures.

I consolidated these resources into a detailed process manual and visual training materials that document what to do, and how and why it's done.

The project transformed knowledge that previously lived in individual employees' heads into standardized, repeatable processes that supports onboarding, training, cross-functional support, and business continuity.

What was once *tribal knowledge* is now an operational asset that can be taught, measured, improved, and sustained.

Key-person Risk Reduction

This work helps ensure that *critical* processes remain with the organization — not just the individuals performing them.

Collins Corp TECHNICAL SERVICES

Microsoft Office Suites

Advanced: Word, Excel, Outlook, PowerPoint.

Proficient: Publisher, Access, Project Scheduler, and Visio

Financial Tracking

Presentations

Marketing Support

Software Installation

Operating Systems
Management

Systems Integration

Process Documentation

Training & Systems
Coordinator

Business Process Analyst

Operations Coordinator



Business Administration/Project Coordination

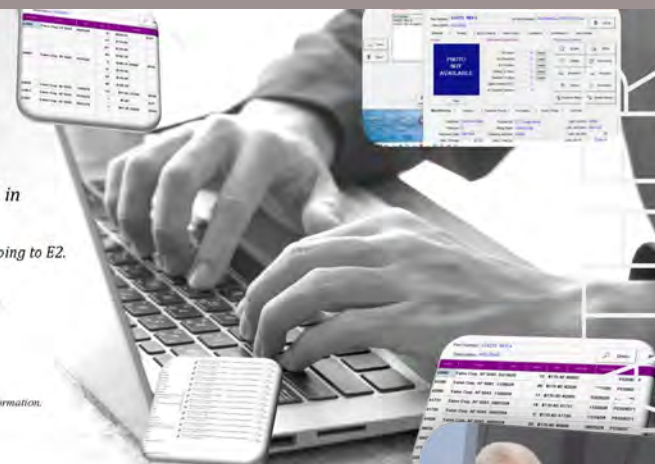
3 types of order entry:
• Surplus (in-stock).
• Surplus (in-stock) WIP, &
• Production

Gather
Information in
Lightning and
Windows Explorer
before going to E2.

Programs needed:

- E2.
- Lightning.
- windows explorer.
- crystal reports

Lightning is how you view and gather information.
E2 is where you enter information.



Standing on the Shoulders

of Those Who Came Before

One of the greatest strengths of any organization is the knowledge accumulated by the people who build it.



When I joined JPPI, I had the privilege of learning from employees who had spent years developing practical solutions, customer relationships, and operating procedures.

Paul's patient instruction, Bella's detailed notes, Leo's whiteboard guidance, Peter's training materials, and the experience of many others provided the foundation for everything that followed.

Each resource captured a different piece of the process.

Some information existed in formal presentations.

Some was documented in notebooks and spreadsheets.

Some lived only in conversations, experience, and daily practice.

My objective became preservation and organization.

So, I consolidated these valuable contributions into a structured order entry manual, training presentation, workflow documentation, checklists, screenshots, and standardized procedures.

The goal was simple: ensure that the knowledge developed by experienced employees remains available to future employees long after individual roles change.

The resulting system reflects the combined efforts of many people. Every page contains lessons learned, practical experience, and operational knowledge contributed by those who helped build and support the department over the years.

What began as individual expertise has become a shared organizational resource—one that can be taught, repeated, audited, improved, and passed on to the next generation of employees.

This project was never about replacing tribal knowledge.

It was about preserving it.

