

Norman Dash - Senior Consultant
Associate, Alleyne Inc.

An experienced Chief Information Officer and Senior IT leader, Norm has held the CIO role for Novopharm/Teva Pharmaceuticals, the world's largest generic pharmaceutical manufacturer and distributor. Prior to this he held senior IT management positions for Weldo Plastics (now closed, except for a small offshoot company in Hong Kong) of Toronto and Hong Kong, Litton Business Systems and Philips Electronics. Norm has demonstrated, comprehensive knowledge and expertise in all aspects of professional Information technology Management, having provided leadership to small, medium and large-sized projects.

After 21 years in senior leadership roles, Norman has developed an in-depth knowledge of ICT for pharmaceutical manufacturers, distributors and research firms. In recent years Norman has been a senior ICT consultant to companies in the pharmaceutical, law and financial sectors.

BUSINESS EXPERIENCE:

Chief Information Officer / IT Director, Novopharm/Teva Pharmaceuticals 1987-2004
Responsibilities included: IT Strategic Planning, Budget development and management, Telephony, IT Infrastructure, SAN, WAN & LAN (Wide and Local area networks), Wireless Warehouse, LIMS, Supply Chain Management, CRM, Disaster Recovery and Business Continuity, EIS/Business Intelligence, Internet, Intranet, and Project Management.

Senior ICT Consultant (Independent) - various engagements, including: 2005 – present

- IP Telephony Consultant to Teva Novopharm
- IP Telephony Consultant to Borden Ladner Gervais (BLG)

In his IT leadership roles, Norman has held full responsibility for all aspects of Information Technology management, including:

- full responsibility for IT at the company's various international subsidiaries
- performed in senior roles on Global IT Council and North American IT Councils
- managed selection of an Oracle E-Business Suite, from development of RFP through to selection and implementation

In his management and consulting engagements, Norman has provided leadership in the selection, acquisition and deployment of many custom and commercial-off-the-shelf solutions (including ERP, Warehouse Management Systems, Business Intelligence Systems, Electronic Data Interchange (EDI), CRM, HRIS, Expense Management, IP Telephony and VoIP and Contact Centre Management).

Norman has lead successful implementations involved full solution suites to support supply chain, financial management, manufacturing management, sales and order processing. These included:

- Managed selection and implementation of a LIMS (laboratory information management system), Labware, from development of an RFP through to selection and implementation.
- Managed selection and implementation of smaller systems, including: Time and Capital management (Kronos Systems); Production Scheduling (Ross Systems); HRIS (Ceridian Systems); Sales Force Automation (Moir & Associates)

Notable successes include:

- Led successful regulatory body audits and reviews by both the FDA and Health Canada. He is known to be well versed in the FDA 21CFR Part 11 compliance.
- Developed complete ICT environments and infrastructures.
- Developed and implemented full scale Business Continuity Plans (BCP).
- Member of the Global IT Council with responsibilities in Canada, USA, and Israel.
- Developed the Canadian ICT Strategic plan and had input into the North American and Global plans.
- Key member of the team which selected the Oracle eBusiness suite to serve all business units of Teva
- Consulted to a large Toronto law firm and developed an IP Telephony RFP for them.
- Provided general ICT and set-up guidance to a Canadian off-shore financial entity.

Consulting Roles

IP Telephony Consultant to Teva Novopharm Ltd..

- Conducted process review and obtained system requirements, developed Telephony RFI, reviewed and scored RFI responses, assisted in selection process, and oversaw very successful implementation of new Nortel solution.
- Reviewed and upgraded WAN and LAN to support new VOIP requirements, including QoS.
- Managed post-implementation reviews and stabilization.

IP Telephony Consultant to Borden Ladner Gervais (BLG), one of Canada's leading law firms

- Provided Project Management and consulting services in project initiation and planning for a new IP Telephony solution.
- Conducted process review and developed an RFP soliciting responses for a national solution to service all BLG locations.
- Devised scoring methodology for RFP responses, and managed scoring process.
- Completed presentation and selection phase.
- Other concurrent assignments include consulting to smaller firms in Disaster Recovery Planning, and telephony systems.

Professional Development

- Diploma, Programming, Systems Analysis and Design, CDI.
- Diploma, Business Accounting, Seneca College.
- MCP, Microsoft Systems
- Training in: Oracle E-Business Suite 11i, Oliver Wight MRP II & Journey to Business Excellence, Inovis EDI Systems, Labware LIMS, Hyperion Systems, Nortel Symposium ACD, IP Telephony, VoIP.