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## Education

1986 – 1992 Master degree, Eindhoven University of Technology, Department of Industrial Engineering and Management Science.  
Majors in Logistics, Automation and Production Systems.  
1991 – 1992 CPIM, Certified in Production and Inventory Management of the APICS society  
1993 – 2004 Various business related courses:

- Professional Coaching
- Effective influence management styles
- Management Development Program
- Object Oriented Programming – the Structure
- Boundary Spanner TM, Baan IT school
- University of Cambridge Certificate of Proficiency English
- Negotiating skills win-win
- Situational Leadership
- Financial Accounting

2004 – 2005 IBM Certified Professional in Business Strategy Consultancy

## Employers

1992 – 1993 Assistant General Manager for computer assembler and wholesaler Paradigit Computers (Eindhoven, the Netherlands)  
1993 – 1997 Service Information Analyst for IBM - International Maintenance Parts Logistics (Amsterdam, the Netherlands)  
1997 Functional Architect Distribution for Baan Company responsible for all Distribution, Order Management and Inventory Management software (Barneveld, the Netherlands)  
1998 – 2000 Functional Architect BaanERP for Baan Info Systems India Pvt. responsible for the complete BaanERP architecture and liaison function to headquarters in the Netherlands (Hyderabad, India)  
2000 Interim Development Manager for Baan Company (Barneveld, the Netherlands)  
2001 – 2005 Solution Manager Service Logistics and Business Strategy Consultant for IBM responsible Service Management in Europe, Middle East and Africa (Almere, the Netherlands)  
2006 Consultant for Minase (Tilburg, the Netherlands)  
2006 – Founder of D-Essence (IJsselstein, the Netherlands)

## General Description

Coen Jeukens combines business process design and management science with IT in the procurement, manufacturing, distribution and service supply chain.

His passion lies in Service Management and it is his mission to promote this expertise domain into the board of a company by introducing the Chief Service Officer.

Coen Jeukens merges customer focus, analytical capabilities, creativity and solid experiences into practical and doable solutions. Besides the professional content of an assignment, he focuses a lot on the human and organisational factors of change.

In (re)designing supply networks he has developed a special interest in financial, legal and tax issues of multi country goods and services movements.

He has a large experience in the electronics, medical, aerospace & defence and heavy machinery industry. Mostly he works together with general management and customer service / logistics departments.

### Key Competences:

Client focus  
 Entrepreneurship  
 Information analysis  
 Conceptual thinking  
 Organisational change management  
 Creativity  
 Enthusiasm  
 Drive and commitment

### Areas of Special Interest:

Business strategy consulting  
 Service management  
 Multi country financial, tax and legal processes  
 Value chain/ network design

### Languages:

Dutch (mother tongue), English (proficient), good understanding of German and French, beginner in Mandarin Chinese

### The creation of D-Essence

In my career I have been a “user”, a “developer” and a “consultant” for customer service and supply chain related businesses. I have developed my expertise and used it in business strategy consulting. Applying change management and organisational change for “others” gave me insight in the effect of my advise on entrepreneurs.

In founding D-Essence I become an entrepreneur myself.

D-Essence stands for the source of my experience and belief that finding “the essence” of any business issue is key to its solution and acceptance.

[www.d-essence.nl](http://www.d-essence.nl)

### Selection of recent projects

|                    |  |
|--------------------|--|
| <i>When</i>        | <b>January 2009 – May 2009</b>   |
| <i>For</i>         | Nyrstar (the Netherlands, Belgium & France)  |
| <i>Description</i> | Productivity exercise for all zinc production plants. Analyse processes and procedures to increase productivity, efficiency and effectiveness. Teach the organisation to do this themselves, coach them along the way. Transform to a more Customer Service oriented organisation. |
| <i>Role</i>        | Project Management, change management & coaching   |
| <i>When</i>        | <b>September 2007 – October 2008</b>   |
| <i>For</i>         | Nyrstar (the Netherlands & Belgium)  |
| <i>Description</i> | Organisational Change for the Global Marketing Services department. Merging the best practises of both former pre-merger organisations into a lean organisation reaping the benefits of scale, efficiency and to be ready for further growth.                                      |
| <i>Role</i>        | Project Management, consulting, design & change management   |
| <i>When</i>        | <b>January 2007 – July 2007</b>  |
| <i>For</i>         | ASML (the Netherlands)   |
| <i>Description</i> | Roll-out the infrastructure for remote diagnostics and service. Finalise the technology, setup the roll-out organisation and define the route to market.   |
| <i>Role</i>        | Project Management, consulting, design & implementation  |
| <i>When</i>        | <b>October 2006 – February 2007</b>  |
| <i>For</i>         | BOM / Liof (Tilburg)   |
| <i>Description</i> | Feasibility study on the usage of RFID in the hospital supply chain. Conducted as a cluster project with four partners covering the end-to-end supply chain. The application and usage of RFID has been put central in stead of the potential of the technology.                   |
| <i>Role</i>        | Research and facilitation feasibility study, organiser of RFID symposium.  |

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|--------------------|---|
| <i>When</i>        | <b>October 2006 – November 2006</b>   |
| <i>For</i>         | Logitech Europe (Nijmegen)  |
| <i>Description</i> | Define the European supply chain infrastructure for the coming 5 years taking product regionalisation into account.   |
| <i>Role</i>        | Consulting & design   |
| <i>When</i>        | <b>May 2006 – August 2006</b>   |
| <i>For</i>         | ASML (the Netherlands)  |
| <i>Description</i> | Design and implement the sourcing supply chain for a new product. Provide guidelines for the engineers such that they develop a product that is supply chain & service "friendly" |
| <i>Role</i>        | Consulting, design & implementation   |
| <i>When</i>        | <b>May 2005 – November 2005</b>   |
| <i>For</i>         | Philips medical systems (the Netherlands)   |
| <i>Description</i> | Investigate business strategy and detect opportunities for process outsourcing  |
| <i>Role</i>        | Business strategy analysis<br>Defined transformation roadmap  |
| <i>When</i>        | <b>December 2004 – November 2005</b>  |
| <i>For</i>         | Finmeccanica/ Alenia (Italy)  |
| <i>Description</i> | Define outsourced solution for Aerospace & Defence Centro Logistico   |
| <i>Role</i>        | Pre-sales & business strategy consulting  |
| <i>When</i>        | <b>September 2004 – August 2005</b>   |
| <i>For</i>         | Merlin Guering Europe (France)  |
| <i>Description</i> | Transform the service after sales business processes and implement towards outsourcing partner  |
| <i>Role</i>        | Pre-sales, business strategy consulting, solution design & implementation   |
| <i>When</i>        | <b>June 2004 – May 2005</b>   |
| <i>For</i>         | AGFA Gevaert - medical and graphical equipment (Belgium)  |
| <i>Description</i> | Transforming the service after sales business processes   |
| <i>Role</i>        | Pre-sales, business strategy consulting, solution design  |
| <i>When</i>        | <b>February 2004 – September 2004</b>   |
| <i>For</i>         | Philips consumer electronics (the Netherlands)  |
| <i>Description</i> | Complete outsourcing of the service after sales supply chain  |
| <i>Role</i>        | Solution design and lead architect  |
| <i>When</i>        | <b>October 2003 – March 2004</b>  |
| <i>For</i>         | Toshiba medical systems Europe (the Netherlands)  |
| <i>Description</i> | Develop European business process template for Logistics, Service and Finance processes.<br>Implement Balanced Scorecard.   |
| <i>Role</i>        | Requirements analysis, macro and micro process design   |

#### Publications

- Prof Dr. H.J. Fromm e.a.: Spare Parts white paper (March 25th, 2003) – IBM Confidential

#### Professional affiliations and activities

- Service Logistiek Forum
- MentorPlace – a program to mentor schoolchildren in their development towards their future career
- Sparring partner of the Brabantse Ontwikkelings Maatschappij
- Founder and chairman of the Socialist Party chapter in IJsselstein