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SUMMARY

An independent consultant keen to help organisations increase their profitability by improving their business processes and through the use of innovative technology.

PROFILE

Mark has over 30 years experience as a management consultant, specialising in the management of change. He is a Chartered Engineer and a Certified Management Consultant. He has helped a wide range of organisations improve their profitability and effectiveness by reviewing their strategies, analysing their operational processes, introducing new technologies and project managing the change. A key area of activity has been the definition, selection and implementation of complex IT systems.

His experience has been gained in a wide variety of industries and organisations including insurance, legal, medical, local government, NHS, construction, nuclear, manufacturing, food, rubber, textiles and engineering.

PERSONAL SPECIALISMS

Business Strategy & Planning: **ADVANCED** Change Management; Customer Relationship Management; Strategic planning/business plans; Business Reviews/appraisals; E-business/Internet strategy; Cost/benefit analysis

Information & Computing systems: IT/IS strategy; **ADVANCED** Management Information systems; Systems Analysis and design; Project Management; Security/risk/disaster recovery; E-commerce systems

Operations Management: **ADVANCED** Implementation of change; Project planning/management; Manufacturing strategy; Inventory management; Performance improvement; Process analysis and design; Production layouts; Production planning and control

Supply chain management: **COMPETENT** E-procurement systems; inventory management; materials management; purchase and supply

ADVISORY ROLE(S)

Consultant, Coach, Facilitator, Project Manager, Interim Manager

INDUSTRY EXPERIENCE

Insurance, Legal, Medical, Local Government, NHS, Construction, Nuclear, Manufacturing, Food, Rubber, Textiles, Engineering and Information Technology.

ORGANISATION SIZE EXPERIENCE

Mark has worked with a wide range of organisations from small family owned businesses employing 5-50 people, SME's employing 50-250 people, to large multi-national corporations, as well as with local government and the NHS employing many thousands of people.

QUALIFICATIONS & TRAINING

- M.Sc. Management Sciences, UMIST, 1968-69
- B. Sc. Hons Mechanical & Production Engineering, UMIST, 1964-67

PROFESSIONAL MEMBERSHIPS

- Chartered Engineer (C.Eng.) – M. I. Mech. E - since 1973
- Certified Management Consultant (CMC) – M. I. B. C. - since 1988

OVERSEAS EXPERIENCE

Worked in France on the Channel Tunnel project as a contractor to Balfour Beatty determining the most appropriate method of reporting progress by system and area in terms of points and percentage complete, from the input of job card data to a computer-based planning system.

CAREER SUMMARY

Harriman Green & Associates – Managing Partner

1975 to date

Key achievements include:-

- Albany Group of companies – consolidation and re-organisation of the IT functions of three separate businesses brought together to form a group providing services for Legal Expenses Insurance, Accident Management, Vehicle Hire and Medico-Legal, saving the business £100k per annum.
- NHS – worked at two sites successfully piloting the implementation of a Theatre Scheduling system at hospitals in Royal Tunbridge Wells, Kent and Inverness, Scotland.
- Food industry – successfully project managed the planning, specification and implementation of a telephone sales and production planning system for a chicken processor handling 9,000 birds per day vastly improving customer service and reducing the number of credit notes raised.
- BNFL - acting as an Issues Manager within GSG (Government Services Group) working closely with the Programme Manager on the AGP (Accelerated Government Services Group Platform) and IBP (Integrated Business Platform) to successfully deliver a project as part of the Nuclear Decommissioning Agency Readiness plan.

1971-75 Harriman Green & Associates – Consultant - Classification & Coding projects

Other roles prior to 1971

Production Manger with a valve manufacturer employing 55 staff

Systems Analyst with a pump manufacturer employing 350 staff developing and implementing an MRP11 (Manufacturing Resource Planning) system within a cellular manufacturing system.