

Resume



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Unique expertise

CEO of Business Assessment Services is one of the leading model-based performance consulting firms in South Africa. For more than 30 years, has helped develop continuous improvement systems and solutions for its clients and facilitated the rollout of the Operational Excellence System and Business. A TQM specialist in organisation development and application of impact assessment technology. Founder Member and CEO of the SA Excellence Foundation (1997) and the

African Excellence Forum (2018). Member of the Global Excellence Council. Expertise include business optimisation and the provision of complete packaged systems, design, training, assessment guides and sustainable performance assessment.

Contributing ideas that work

Master Facilitator: Business Excellence, Operational Excellence and Quality Costing. Coach and mentor with extensive experience in Industrial Engineering and Business Excellence Management. Highlights confirm the development of innovative solutions that help client satisfaction, increased business performance optimisation rendering value for money and return on investment. Author / designer of: □ Enterprise Foods “Dimensions of Excellence” System (1992) □ The South African (1997) and African Business Excellence Models (2k18) □ Cost of Quality Management System

□ SPEAR I&I Operational Excellence Systems and Tools (2006) □ NVNT Business Performance Optimisation Tools (2019) .

Experience that bring insight

Design and Execution: □ Industrial Engineering (Food Sector) □ Production Management (Manufacturing) □ Executive TQM Coordinator – Enterprise Foods □ TQM Executive - CSIR □ TQM training, coaching, and mentoring - Juran Institute Inc.(USA) & Philip Crosby Associates (USA) □ Malcolm Baldrige National Quality Award (USA) □ EFQM Excellence Model Methodologies □ Examiner / Senior Examiner / Assessor, BNQA and EFQM Model □ Assessor, Senior Assessor, Executive Facilitator SAEM Model. SARS Q-SARS Management Quality System □ RSR Q-RAIL SPEAR based Management Quality System □ BOC (Gautrain) BEMS Management Quality System.

Industry Influence

Successes: Enterprise Foods: African Beacon of Quality Award from Philip Crosby Associates – Winner (1992) □ CSIR: JSE Corporate Governance Award - Winner (99) □ Aerotek (CSIR): SAEF Excellence Award - Finalist (98) □ CSIR Satellite Application Centre: SAEF Award - Winner (1999) □ SAEF: Launch and Awards (97) □ Founding Member: Global Excellence Council (GEC).

Proficiency and certifications

Recognition: □ BTech Civil Engineering Design (TUT 1997) – Specialist (Soil Conservation) □ Production Manager (Reg.PM) □ Member/First Vice-President of the Southern African Institute for Industrial Engineering (MSAIE) □ SA Quality Institute (MSAQI) □ SA Society for Quality (PMSASQ) □ Global Excellence Council (MGEC).

Innovation Through Collaboration