



## QUALIFICATIONS

MBA

BEng (Hons)

PRINCE2 Practitioner

An experienced management consultant and change professional who has led major projects across the UK.

Programme and project manager with wide experience in the design and delivery of major transformation and complex change initiatives with effective governance.

Lean, Six Sigma expert who has re-engineered product and service delivery processes in financial, manufacturing and public sectors.

Designer of successful Service, Process and Operational Excellence frameworks, quality management systems and continuous improvement programmes.

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# Mike Williams

## SELECTED CONSULTING EXPERIENCE

### Bournemouth University

Set-up the strategic change governance framework, created a portfolio of over 40 strategic change projects totalling a budget of £32.5 million aligned to organisational strategy. Initiated a Lean process review programme across the administration processes to save >10% in costs to re-invest in academic staff, enhancing the student experience and achieving Service Excellence.

### Mercer Pensions Outsourcing

Head of Change and Interim Manager who implemented project portfolio governance, restructured a client projects team to deliver £890k of extra revenue, delivered a new customer relations centre and managed Lean Sigma and Operational Excellence initiatives saving £750kpa.

### Barclays Lean Leader

Leader of the 'Lean Barclays' transformation team deploying Lean across the retail bank which was responsible for £34+ million of benefits delivered from 152 initiatives sponsored by 103 senior leaders. 10,000+ staff exposed to Lean, 2280 active in projects, 1060 attended training and 183 managers capable of using Lean tools.

### Direct Line & Churchill Insurance

Target operating model design for home and motor claims. Created Centres of Excellence in back office, contact centre and accident repair centres giving productivity improvements of >10%.

### Lloyds TSB Registrars

Operational excellence programme improved performance by 20%. Print and mail efficiency saving of 10% of FTE cost.

### Natwest & RBS

Outward payments centre restructure stopped SLA failure giving significant customer benefits and productivity improvements of 20%.

### Royal Bank of Scotland – Group Manufacturing

Piloted 4-week 'Lean Event' and trained six internal staff in process improvement methodology and operating model implementation ready for 4-week roll-outs across 9 UK sites, affecting 369 staff giving productivity improvement of 15% (=54 FTE or £1.1m pa saving).

## MANAGEMENT EXPERIENCE

- **Mercer (2 Years)**

Head of Change: responsible for portfolio of business and strategic change projects and the personal development of up to 25 staff.

- **Barclays Bank (2 Years)**

Lean Leader: responsible for training and delivery of lean projects across retail bank and managing, coaching and training up to 15 staff.

- **OEE (2.5 Years)**

Principal Consultant: responsible for various lean and operational improvement assignments for global clients in financial, public and manufacturing sectors. Managed client staff, peer consultants and freelance Associate consultants in various teams.

- **Morgan Electroceramics (10 Years)**

Technical & Quality Manager of 10 staff: responsible for product and process development, efficiency improvement and quality.