

Norman Wilson MA (Cantab)
Certified Management Consultant and Green Belt trained
IOD Diploma in Company Direction with Distinction

An experienced consultant , mentor and project manager possessing exceptional track record of turning vision into achievement. *Committed to success through a passionate drive to maximise the results obtainable. An effective Analyst, Strategist and Communicator with the ability to swiftly evaluate situations, realise opportunities and work with team members to achieve results and develop their skills.*

KEY SKILLS

Process improvement

- Improved numerous processes through customer focus, simplification and removal of redundancies.
- Works across boundaries and departments to achieve wider success.
- A Lean Six Sigma implementer - using a comprehensive toolkit to “produce more for less”.

Income generation

- Led the team that increased income for a Borough Council – the only council to reduce Council Tax in 2005/6
- Conceived and executed the structure of a business development course for SMEs. The Business Growth Club received public support running several such clubs.
- Uses the entrepreneurial attitudes and approach from the Business Sector to stimulate ideas for income generation from Public Sector Teams.

Training and Development

- As an Approved Lead Deliverer of MAP (Managerial Assessment of Proficiency) he has helped many individuals to be aware of their strengths and eliminate weakness to improve performance.
- Has facilitated organisations to be Investors in People and was an IIP panel member.
- Effected the introduction of and certification to ISO 9001 and 14001 in a number of organisations.
- Introduced organisations to the EFQM model for Excellence and helped conduct reviews and produce action plans.

Project Management

- Uses project management methods to achieve on time, on budget delivery of good results.
- A former founder member of the Association of Project Managers in the UK and has given papers.
- Implemented improved processes in an Estates Department responsible for development of the buildings in a regional University.

Communication / IT

- Being a trained systems analyst he brings these skills to every process improvement.
- He has the necessary skills in IT from significant experience and understanding of IT systems.

References to illustrate skills and experience

Norman led the team that helped the Borough of Kings Lynn and West Norfolk to lower their council tax. We were charged with generating £400,000 of extra income. The object of lowering the council tax was achieved. This involved the use of MAP to help to improve the performance of the supervisors and junior managers.

CAREER HISTORY

Before becoming a consultant 24 years ago Norman worked in a number of management roles for BOC and in the Oil and Gas industry.

PERSONAL INFORMATION

Chair of the Wayland Chamber of Commerce and a founder member of the Watton Town Team. And a founding trustee of the Wayland Partnership Development Trust, a community based organisation to improve the prospects and life in the Norfolk market town of Watton and thirteen surrounding villages.