



Bradford & Bingley\*



ECTQM, Bradford School of Management

Emm Lane, Bradford, BD9 4JL

(tel) 01274 234314 (fax) 01274 234311

E-mail: ECTQM.mgt@bradford.ac.uk

Web: www.bradford.ac.uk/acad/management/ectqm

The organizers reserve the right to alter or amend this programme without prior notice.

# EXCELLENCE 005

## SEMINARS



- CUSTOMER CENTRICITY
- BUILDING EXCELLENCE THROUGH YOUR BRAND
- SUSTAINING EXCELLENCE
- CHANGE MANAGEMENT
- MAKING CORPORATE RESPONSIBILITY COUNT
- EXCELLENCE THROUGH TEAMWORK
- EXCELLENCE THROUGH WORLD CLASS OPS
- EXCELLENCE THROUGH INNOVATION AND LEARNING

# European Centre for Total Quality Management

## EXCELLENCE 005

### PROGRAMME

**April 20th 2005 Professor Mohamed Zairi**

ECTQM  
**Customer Centricity**

**April 27th 2005 Peter Rossi**

Greggs  
**Leadership in a Knowledge Based Economy**

**May 4th 2005 Jane Hirst**

Mortgage Express  
**Sustaining Excellence**

**May 11th 2005 Paul Statter**

United Utilities  
**Change Management**

**May 18th 2005 Charles Horton**

GoAhead  
**Making Corporate Responsibilities Count**

**June 1st 2005 Andy Weir**

HBOS Plc  
**Excellence Through Teamwork**

**June 8th 2005 Dr. Trevor Francis**

Unilever  
**Excellence Through Innovation and Learning**

**June 15th 2005 Roger Purdy**

McCormick International Tractors  
**Excellence Through World Class Operations**

Once More ...Innovation does matter

Welcome to the 5th series of EXCELLENCE 00 Seminars.

This year we have decided to continue celebrating the importance of innovation in driving Organisational Excellence. Innovation is the lifeblood of any organisation and without it there are no customers, no success and no future. Innovation pervades in all aspects of organisational life and must therefore be properly defined, nurtured and effectively managed.

ECTQM is very proud to announce that Professor Mohamed Zairi was honoured with the Juran Chair for Quality Management – the only one of its kind in the world. Professor Zairi personally visited Joseph Juran in New York for this prestigious title. Dr. Joseph Juran, known as 'the father of the worldwide quality revolution' has pioneered work that forms the foundation for much of the quality movement of the 20th and 21st centuries. He helped create and champion quality management systems, quality tools and teams long before they became standard practice.

ECTQM has continued its presence on the international arena through involvement in quality initiatives in a number of global representations including the Far East, South Asia, Malaysia and Europe. This has included international conferences, support and mentoring for our international partners and affiliations and joint collaborations.

We have continued to publish in a number of prominent international journals thus keeping our interest and influence in the development and sustainability of quality and organisational excellence up to date.

*It is no good to try to stop knowledge from going forward. Ignorance is never better than knowledge. (Enrico Fermi)*

**Professor Mohamed Zairi**

### SPEAKERS



**Professor Mohamed Zairi**

Professor Zairi will inaugurate Excellence 005 series with an introduction to Customer Centricity which is at the heart of Best Practice Management a leading expert in the field. Professor Zairi has held the First Chair in Best Practice Management in the World.



**Peter Rossi** - Managing Director, Greggs of Yorkshire

Peter joined Greggs plc as Sales Director in Greggs Scotland and was a key player contributing to the introduction of Total Quality in Business, building sustained growth to record levels. Peter was appointed to the position of Managing Director of Greggs of Yorkshire and leads the ambitious change strategy 'Excellence First'.



**Jane Hirst** – Head of Business Excellence, Mortgage Express

Jane joined Mortgage Express in April 1988 starting in the HR department and moving to the Training Department where she became the Senior Training Officer for the business. Jane was promoted to Head of Business Excellence in 2000 and now manages culture, training and development, reward and recognition, continuous improvement, internal communications, staff and customer satisfaction as part of her prestigious role.



**Paul Statter** – Head of Strategy, United Utilities

Paul is currently Head of Strategy and Support Services at United Utilities who have just won the UK Business Excellence award and two special recognition awards for Customer Satisfaction and CSR. Their theme in this submission was 'Excellence Driving Change'. Paul has been recognised as a champion of quality within the United Utilities Group.



**Charles Horton** – Managing Director, Go-Ahead/Southern

Charles has been Managing Director since March 2003 for one of the largest train operating companies in the UK. Charles has worked in the railway industry for the past 19 years with extensive operations management experience, including change management, human resources and investment planning.



**Andy Weir** – Programme Manager, Retail Strategy, HBOS Plc

Andy is a Senior Programme Manager within the Retail division of HBOS Plc and has been involved in many HBOS change Programmes for the last 10 years. Andy was recently responsible for the development and implementation of an HBOS Group wide common processing system and specialises in the delivery of IT related change programmes.



**Dr. Trevor Francis** – Global R & D Director, Unilever

Having joined Unilever as a Technical Manager, Trevor has held a number of development positions before becoming Global R & D Director for Fabric Conditioners in 2001 bringing the integration of FC Research and the European Development team within the Global Technology Centre at Port Sunlight.



**Roger Purdy** – Managing Director, McCormick International Tractors

Roger has been involved in the engineering and assembly of agricultural tractors in Doncaster for the past 40 years, progressing through various managerial roles connected with purchasing, materials and assembly, before being appointed Plant Manager. In January 2001, the Doncaster plant was acquired by the Argo Spa Group of Italy to form a new business – McCormick Tractors International and Roger was appointed Managing Director of the new enterprise which added commercial and engineering accountability to his portfolio.