

Andy Hills, BEng (Hons)

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[LinkedIn profile](#)

Profile

Andy has a successful background in business operations and process & systems and is skilled in organisational definition, development, management and control. His work ethos is to focus on exceeding customer expectations, provide intelligent practical and sustainable solutions using an open but direct approach and to embed these principles throughout all business areas. He uses his qualifications in engineering, excellent knowledge of communication and IT to strive for effective and efficient processes that deliver organisational objectives.

Comfortable engaging all levels of management and board level, he has been Director of his own companies since 2006 and brings the experience from both the public and private sectors within infrastructure, production and projects industries and the Royal Navy. He knows that establishing and managing a confident and able team that is adaptable to change enables the business to effectively achieve their aims.

Competencies & Qualifications

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|--------------|---|
| Competencies | Business definition, development and management EFQM Business Excellence model Assessor and Practitioner Assurance practice & systems Performance management Stakeholder engagement and relationship building Management systems; design, implementation, audit Process and control Governance & Risk management Project delivery performance improvement Emotional Intelligence coach & MSCEIT assessor (Mayer-Salovey) |
| Technical | BEng (Hons) Electronic Engineering HND Electrical Engineering ISO 9001, ISO 14001 & OHSAS18001 PAS55 Asset Management Yellow Book – Engineering Safety Management Fluent knowledge of MS Office (Word, Excel, Visio etc.), MS Project OpenText Livelink Dreamweaver, Fireworks, HTML and CSS |

Previous contract and consultant roles

Feb 2011 -

Holisys Ltd - Working with local businesses (a public house, landscape architect and garage) to improve internal processes and build community ties, providing better control over operations and increasing sustainable local business / revenue.

Established new design and print business

[Personal] Appointed Editor of a local magazine, a quarterly publication.

May 2010 – Jan 2011

Sabbatical; Research into use and application of modern technologies, information and communication in the workplace, working toward real-time information gathering and decision making.

March 2010 – April 2010

Creation and implementation of a Safety Assurance reporting framework for the **Transport Infrastructure Development Corporation** (New South Wales Government department) providing the governance framework, processes and approach to be taken in reporting key safety performance at Project and Board levels and reflecting strategic decision outcomes. Aided in the introduction and development of 'adaptive safety systems' (examination of the disparity between perceived activity and actual activity and the management of the causations, behaviours and outcomes) and a learning management system.

October 2009 – February 2010

Management Systems Manager responsible for creation of management framework and quality assurance system for **High Speed 1 (HS1)**, formerly CTRL, the UK's first high speed rail network valued at approximately £5bn. Involving all aspects of quality control and management, methodology, training and audit.

April 2009 – October 2009

Remedial project management activity to successfully complete assurance framework for **London Underground** against slipped tasks. Re-defined project deliverables and managed work planning and deployment to close out.

2009 – April 2009

Goal Structured Notation of project delivery, safety (including application of Yellow Book) and assurance requirements for \$540m transport project to the **New South Wales government**. Identification, analysis and resolution plan for business excellence; including organisational and culture change, process and system improvement and project delivery.

2007 – 2008

Development of the Engineering Safety and Assurance Case (ESAC) for Victoria Line Upgrade Project (VLUP) using Goal Structured Notation (GSN). Provision of quality and assurance planning expertise for **TfL/Metronet Rail** Track & Signal areas; improving processes, visibility, communication and practice of maintenance, engineering, planning and continuous improvement methodologies throughout the business. Creation of an interactive web-based (paper free) and quality management system allowing rapid development and deployment of controls. Supporting the business with advice and interpretation of PPP contractual requirements and Safety Cases in terms of delivery of assurance.

Holisys Ltd; Acted as principle in contract negotiations; organisational and project based performance excellence; business planning and forecasting; investigation of Woking Borough Council recycling schemes; continuing study of ITIL.

2005 - 2007

Change management for providing assurance, quality processes and communication focused managed system across 6 business units to 'best practice' standards in a high value and safety critical maintenance organisation.

It allowed for broad ranging communication and added the benefit of allowing front line staff to question methodology and practice. The enhanced communication drove business change and culture, provided greater control over processes and increased adaptability to future change. It further provided transparency of performance in terms of risk, engineering, quality, safety, commercial and environmental management.

Provided advice on commercial & contract management in terms of organisational structure, control, implementation, monitoring, change / variation, liaison and administration and the provision of assurance for a large maintenance organisation.

Research and application of the Reliability, Availability, Maintainability and Safety standard (RAMS) and CMMI for development; study of ISO 20000, ITIL and ISO 17799.

2004 – 2005

Created and implemented of a full maintenance based management system for Central Line Fleet (**London Underground InfraCo.**) compliant to ISO9001 and based on the EFQM excellence model. The task was to devise new operational standards in terms of assurance, business strategy and governance, performance monitoring and quality & environmental management; the introduction of competence assurance further aided this.

Founded **Holisys Ltd**, a consultancy with core business areas of assurance, training & coaching and environmental management.

2003 – 2004

Quality based business support to the management team of **Sondex Wireline Ltd**, a niche provider of down-hole data logging equipment to the oil & gas industry. Identification of quality (ISO9001:2000) and operational improvements (use of quality tools), review and documentation for the test of new oil and gas exploration equipment, project managing of electromechanical test processes for new products and increased liaison throughout all management levels.

2000 – 2003

Sub Lieutenant, Weapons Engineering Officer, **Royal Navy**. Medical discharge (leg injury).

1997 - 2000

Production and Quality Engineer for **Eurotherm Drives Ltd** (**Invensys** owned company). Training of Technician, R&D and Management staff in quality tools & approach, lean engineering, six sigma, NPI, process/procedure writing, state mapping,. Electronic test, fault diagnosis and closeout.

Interests

Andy enjoys outdoor activity and is a keen gardener and landscaper and often settles in the vegetable patch with a good book, or a bad one at a push. He provides editorial services to the local residents association and is undertaking joinery instruction from a Master Craftsman.

He believes that if you are going to do something, you should do it right, with passion and leave a legacy.