

Services Limited  
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## CURRICULUM VITAE

### STANTON ROY BENNETT ("Stan")

*An experienced Change Management and Lean Six Sigma trainer, manager, coach and consultant, Stan is a qualified statistician with many years' experience in data analysis, Excel and statistical software use, visualization, implementing Change Management, project management, Lean and Six Sigma approaches within Ford and Lloyds TSB, as well as numerous consultancy clients. He has trained in-house and public programme delegates with diverse backgrounds in the UK and overseas, including Europe, the US and the Middle East. He is also qualified as an actuary.*

*Stan worked with Professor Bendell to develop and deliver the Lean Construction training programs for the UK Ministry of Justice, to improve constructors' project management performance.*

*He has made numerous public presentations on change for performance improvement at professional bodies eg Quality Forum, Westminster and City Programmes, and the Royal Statistical Society. He specialises in the Japanese/Deming approach to process improvement in both manufacturing and service environments, and the development of innovative process improvement techniques. He was a co-author of Ford's quality system, which is mandatory for all Ford plants, suppliers and sub-suppliers. He also co-wrote the Ford Statistical Process Control Instruction Guide, which has become the industry standard. He has extensive experience of developing training strategies.*

### Training & Consultancy Specialties

Six Sigma Master Black Belt and trainer, and an acknowledged expert in applying Six Sigma and Lean methodology to transactional processes, as well as manufacturing ones. Trainees have also been welcomed from the public sector, including local government, the police, the probation service, Government Departments and the National Health Service. He is an expert in the use of Excel for Data analysis and visualization.

Another specialism is the Pinboard facilitation technique for dramatically improving the effectiveness of meetings/workshops. Stan has designed and run hundreds of workshops over the last twenty years and regularly run courses to teach others to be Pinboard facilitators.

### CAREER

1966-1968 Actuarial trainee, Sun Life Assurance Society

1968-1971 BSc (Econ), special subject Statistics, London School of Economics

1971-1973 Marketing Information Officer, Kelvin Hughes

1973-1978 Lecturer in Statistics, Operational Research and Computing, Barking College of Technology

1978-1982 Management and Supervisory Training Co-ordinator, Ford Motor Company  
Responsible for the organisation and presentation of a wide range of training programmes, particularly microcomputers, programming and spreadsheets.

1982-1983 CAD/CAM Training Supervisor, Ford Motor Company  
Responsible for the organisation and presentation of training programmes for operators of 3D Computer Aided Design and Computer Aided Manufacturing systems, including finite element analysis.

1983-1986 Research and Development Training Manager, Ford Motor Company  
Designed and ran programmes to support Ford's quality improvement initiative based on Japanese techniques. Also developed and ran simulation courses.

1986-1989 Manager, Training and Development, Management Services Division, United Dominions Trust  
Designed and ran courses on financial database systems for IT professionals.

1989-1991 Manager, Productivity Services, United Dominions Trust  
Developed and co-ordinated UDT's quality programme. Responsible for Organisation & Methods Department.

1991- date Trainer & Improvement Consultant (Services Limited)  
Have provided consultancy to more than 150 companies in both the manufacturing and service sectors

## **PROFESSIONAL ROLES & PRIZES**

1979-1989 Examiner in Operational Research/Management  
Mathematics/Management Information, Association of International Accountants

1988 Won bronze annual Computer Weekly training award, presented at the House of Commons, for Information Technology quality assurance training programme

1996 Accredited consultant under TESL scheme for Business Links and TECs

## **EXAMPLES OF CLIENT EXPERIENCE**

Stan worked extensively with TSB Homeloans from 1990 to 1996. During this time their business processes were completely re-engineered, with the full co-operation of their staff, resulting in a productivity improvement of 117% and a fall in mortgage packaging errors from 70% to 3%. A brief summary of this project was published in a book by Professor Tony Bendell and colleagues in the Sunday Times Business Skills series. TSB Homeloans' achievements were subsequently independently recognised with their winning of the prestigious 1996 Quality Scotland Award for Business Excellence in the Service Sector.

During 1997 – 2000, Stan helped Halifax General Insurance measure and improve their processes. He designed and programmed a bespoke hierarchical balanced scorecard as the focal point for this exercise. Halifax General Insurance were voted 'Claims Team of the Year 2000' (British Insurance Awards).

From 2001 - 2006, He developed and implemented process design methodology based on interactive workshops for GlaxoSmithKline.

Subsequently, substantial training and implementation projects have been undertaken for numerous clients including Tokheim, the UK Ministry of Justice, Dyson, Saudi Oil, Abu Dhabi Police, BPP, Citibank, Saudi British Bank, BUPA and Orange.