

MARTIN HEDLEY

INTERIM EXECUTIVE

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NEWCASTLE UPON TYNE

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Summary

Supporting C-suite executives transform organisational performance through robust programme management. An inclusive, expert stakeholder leader with a solid track record of inspiring multi-functional and international teams to meet high expectations of change. Uses excellent behavioural change management techniques with a passion for client experience and value. Significant experience in highly regulated industries and charities. Empowers and mentors others, emphasising simplicity in design and speed to delivery. A six-sigma master black belt, certified quality auditor and former Malcolm Baldrige National Quality Award Examiner.

Chronology

MANAGING DIRECTOR, VISION ACHIEVEMENT LIMITED, 2002 - CURRENT

Delivering interim executive support services. Directing interim operations and programmes of transformation. See detailed listing of programmes, attached.

SVP GLOBAL INFRASTRUCTURE, CITIBANK PRIVATE BANK 1997 - 2002

Hired by the Private Bank CEO to improve the customer experience through reengineering and faster standardised service levels. Managed a direct team of 18 with total global staff of 2,800 and a £285 million budget.

VP GLOBAL INFRASTRUCTURE, CHASE MANHATTAN BANK 1995 - 1997

Hired to lead the implementation of a new strategy for the global payments division. Led the global initiatives establishing KPIs, reengineered the sales and sales support processes, held operational responsibility for 800 customer service and product development people worldwide.

VP REENGINEERING, AMR - AMERICAN AIRLINES, 1991 - 1995

Designed, developed and delivered the global programme of behavioural change, reengineering and continuous quality improvement that took AA to the number 1 place for airline service quality in 1994. Managed a one-year secondment to a major Gulf airline for organisational restructuring.

Interim Roles

Oriel STAT A MATRIX May 2018 - current

- Providing talent acquisition and process transformation support for highly qualified medical device regulatory affairs experts and trainers

Hywel Dda University Health Board June 2018 – January 2019

- provided executive coaching and mentoring to two cohorts of top leaders across the healthcare system in SW Wales

North Bristol NHS Trust November 2017 – December 2017

- managed a patient flow behavioural change programme that led to five wards achieving exemplar status in getting patients home more quickly, using the SAFER, Red 2 Green programmes

Valletta Cruise Port plc February 2017 – May 2017

- managed a behavioural change programme designed to support the new environmental directive and bring in-house procedures up to par to apply for certification

Pilatus Bank plc April 2016 – November 2016 and May 2017 - October 2017

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- managed two change initiatives involving radical new technology and behavioural changes necessary to deliver right first time

Alia Fertility Clinic December 2015 - February 2016

- developed a target operating model for a newly established fertility clinic including behavioural changes required by the new medical team

The Perfume Factory April 2015 – October 2015

- led a programme to validate the design and business case for a perfume factory which allowed individuals to craft their own personalised scents for sale worldwide

Private Orthopaedic Hospital April 2015 – September 2015

- led a programme to validate the design and business case for a new privately funded hospital and worked with the founders to establish the initial management team

El-Kawary IV Solutions March 2015 – April 2015

- led the establishment of an IV solutions importer operation to meet local health regulations and achieve registration

Al Maha Surgical Gloves Facility February 2015 – February 2015

- led the assessment of the new facility design to meet code requirements of FDA

Blevins Franks Ltd June 2013 - December 2014

- led the creation and implementation of the target operating model of a UK wealth management firm which included building in the latest requirements of RDR, FATCA and the IMD II legislation

Executrain, Inc. May 2013 - March 2014

- trainer and facilitator in PRINCE2, PMBOK, ITIL, reengineering, process auditing for various State entities

Oriel STAT A MATRIX December 2010 - April 2012

- established a subsidiary consulting company of a successful US based consulting house in the Gulf States and managed delivery for the first two years

Hamad Medical Centre

- trained and managed two lean six-sigma teams that reduced infection rates by 30% and improved pharmacy staff availability

Al-Shifa Medical Syringes SA

- led a programme of cultural change to enable a medical syringe company achieve CE marking and attainment of FDA standards

Client Confidential.

- assisted Bahraini sovereign wealth fund on business case for private banking arm

National Bank of Kuwait

- led the design of target operating model for a Gulf State national bank wanting to open an international wealth management banking unit in the Kingdom of Saudi Arabia

Genesis Fluid Systems, Inc December 2009 - May 2010

- led a stumbling company involved in water remediation to restructure financially and operationally and achieved a buyout by a private equity group

Payroll Associates, Inc April 2009 - September 2009

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- arranged the sale of client accounts from a payroll processing service provider to a national player and closed down the operation. Identified potential ACH and wire fraud and worked with the FBI and auditors resulting in a successful criminal prosecution

Payroll Associates, Inc August 2008 - February 2009

- led the divestiture of an employee benefits service from a large-scale payroll processing service provider and established the newco

Positron Systems, Inc July 2006 - June 2008

- performed turnaround of an equity backed start-up that was producing innovating non destructive testing capabilities to the aerospace and naval industries

SHPS, Inc March 2005 - May 2006

- performed a restructuring of service support hubs to deliver healthcare advice to large-employer workforces in line with new patient identification and confidentiality regulations

Jacksonville Electric Authority March 2002 - January 2005

- led the programme to implement an enterprise asset management system across the utility together with establishment of an up-to-date GIS system and new CRM system (January 2004 - January 2005)
- established an activity-based costing programme for the finance department and led the implementation to all areas across the utility (March 2003 - November 2003)
- established a measurement framework, assessment and implementation of a management leadership programme at this major publicly owned utility (March 2002 - February 2003)

Education

University of Newcastle-upon-Tyne, BSc Joint Honours, Geomatics

Harvard University, Graduate School of Business, Advanced Management Program - Finance

Executive and Non-Executive Director Roles

Royal Surrey NHS Foundation Trust Non-Executive Director (**current**)

Royal Surrey Hospital Pharmacy Ltd Chair (**current**)

Governor Gateshead College (**current**)

American Society for Quality (Sec 621) Past Chair and Board Member of local section

Personal Details

Nationality: British. Residency rights in UK and USA (I-551)

Profession: Certified Quality Auditor, Six-Sigma Master Black Belt

Key Attributes: Transformation, Business Development, Networking, Board Membership, Leadership, Inquisitiveness, Fast Learning, Multi-Cultural Teams, KPI, Strategy Deployment, PRINCE2, PMBOK, Six-Sigma, Stakeholder Management, Programme Director, Mentor, Writer, Thought Leader, Healthcare, Financial Services, Airlines and Aviation.

Professional

American Society for Quality

Institute for Coaching, McLean Hospital (Harvard University Affiliate)

Community

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Former executive director of a civil rights organisation, adjunct professor at three business schools, leader of reengineering for major city charity race, volunteer executive at large in two ballet companies, treasurer at local Sea Cadet unit, speaker at business conferences.