

John Jeston - Curriculum Vitae - Detailed

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Professional Profile

I have over 30 years of experience in senior executive and consulting positions. Executing strategy to deliver business benefits is difficult. I have deep experience in working with senior executives in assisting them in business transformation and to set up their strategy for success. I have serious experience in getting things done – the right way. For over 30 years I have covered business transformation, Business Process Management (BPM), IT and business procurement, strategic procurement, business process re-engineering, project management, shared services creation, systems development, outsourcing, and general management. I have held the positions of Financial Controller, Divisional Manager, Company Director, Partner, HR Director and Chief Information Officer (within General Motors).

I am an internationally recognised thought leader in process-led transformation strategy and implementation. I have provided these services to significant organisations throughout Australia, Europe, Saudi Arabia, Dubai, the United Kingdom, Mexico, Brazil, Portugal, SE Asia, Russia, Turkey, North America and southern Africa. I have authored a number of books and more than 30 published articles on BPM and high performance management and worked with the London Business School and the London Speakers Bureau. I am a regular speaker at conferences, a Master Project Director and am a Chartered Accountant.

Skills Summary (refer to attachment A for details)

- Facilitation of workshops with senior executives and staff
- Strategic execution and transformation: project/program management; planning and implementation strategising; business operating model development; capability analysis, assessment and building
- Business process management establishment and execution
- Performance management and improvement, including, the establishment of shared service capability and business process centres of excellence, and metrics based performance indicators
- Process governance structures, roles and responsibilities
- Program/project review, audits and rescue
- Organisational change management - represents 60%+ of business transformation and BPM effort and challenges
- Executive and team coaching/mentoring
- Vendor evaluations, contract negotiations, IT, business and strategic procurement, always ensuring the sustainability of the procurement relationships
- Line management

Qualifications

- Bachelor of Economics (Economics, Accounting and Law), University of Sydney
- Institute of Chartered Accountants, Professional Year
- Master Project Director (Level 6)
- Accredited Kable-Hicks 'Decision Preference Analysis' Facilitator
- Accredited Values Consultant for the Values Education Network
- Coaching and Mentoring for our Future (6 month program)

Employment History Summary

- 2015 to present: Cisco Consulting Services
- 2014 to 2015: Contracting to PwC, Defence NGD Project
- 2011 to 2014: KPMG Canberra, Associate Director
- 2010 – 2010: The LiTMUS Group, Partner
- 2006 to present: Management by Process, Managing Partner and Owner
- 2003 – 2006: Touchpoint Business Process Services, Lead BPM and consulting practice
- 1996 – 2003: SMS Management & Technology Limited, Sydney (included a lengthy secondment to General Motors as CIO and HR Director)
- 1994 – 1996: Digor Holdings Pty Ltd, Trainer and Financial Consultant

Previous:

- CPS Systems Pty Ltd, Software company, Divisional Manager, Director, shareholder
- Oswald-Sealy Holdings Pty Ltd, Importer and Wholesaler, Financial Controller
- Partnership Pacific Merchant Bankers, Financial Accountant
- Coopers & Lybrand, Auditor

Clients

Department of Defence, Department of Education (NSW), Queensland Health, Office of State Revenue (NSW), Police (NSW), Energy Australia, Integral Energy, South East Queensland Water, Australia Post, Telstra, Swinburne University, Commonwealth Bank and its wealth management divisions, Asteron Wealth Management, IAG Insurance, Allianz Insurance, Asciano Group, GPT Group, SAI Global, HBOSA Australia, Al-Rashed Consulting (Saudi Arabia), Freshfields Bruckhaus Deringer (UK), YNNO Consulting (The Netherlands), HBOS (UK), Globalfoundries (Singapore), Embraco (Brazil), Technologic de Monterrey (university Mexico), EDP Energy (Portugal), Macquarie Bank, Newmont Mines, QBE Insurance, AMP, Sberbank (Russia), London Business School, London Speakers Bureau, Price Waterhouse Coopers.

Publications(refer to attachment B for details)

Personal

I am married to Yvonne and have four wonderful children and live on my small farm. In my spare time I have written two books on running, am a master scuba diving instructor, race kayaks (winning several medals at the Australian Championships and competed at the World Masters Games), weight train, ride a road bike, and have a significant passion for learning, research and sharing his knowledge with others.

Attachment A - Relevant experience

- **Facilitation of workshops with senior executives:** I am an experienced facilitator and speaker, presenting in front of, and to, senior executives and large groups. For example: Globalfoundries (\$US3b semi-conductor company) where for the CEO and his 15 most senior people developed, facilitated and reported on the linking of the Globalfoundries strategy to the future projects and business operating model. It achieved excellent results with the Vice President BPM stating that “the execs are still talking about the workshop - it was the best workshop we have ever had and enabled us to directly link our strategy to an execution plan”.

On behalf of London Business School conducted facilitation in Moscow to 56 of the top executives, including 10 CEOs of the regional banks for the largest bank in Russia, which holds 76% of the retail market; 20,000 branches; 370,000 employees; with 17 large regional banks. I have facilitated sessions on Process Management, which covered, developing a business model (from a process perspective) to enable the linkage of their strategy to execution, with particular reference to the process governance structure to enable sustainability, continuous improvement and service performance management.

I have facilitated many workshops and conferences across Australian Defence, including, strategic planning workshops for DMO ESD, MPSPO, PBSPO, ADC and DGTA.

- **Vendor evaluation, contract negotiation, IT, business and strategic procurement:** I have worked with ACT Government Procurement areas and have been the lead on multiple vendor evaluations, selections and contract negotiations. I have led clients in the establishment of procurement sustainability relationships and processes as a consultant, a CIO within General Motors, and as a Director/shareholder of a software vendor. I have also worked as a project director and project manager for several multi-million dollar large scale system implementations; this has also allowed me to understand the risks and issues that arise during an implementation and those that must be addressed during contract negotiations.
- **Strategic execution and transformation:** I have worked with complex multi-national organisations in the establishment of business transformation programs and specifically linking programs of work to achieve the business strategic objectives. I have project/program managed portfolios of projects; and facilitated the development of the business operating models for commercial, semi-government organisations and government departments to provide the working guidelines for transformation and business process management programs. This has included organisational design; and portfolio, program and project capability analysis and assessment; organisational change management; and business drivers.
- **Business process management establishment and execution:** With an international reputation as a BPM thought leader and execution expert I have assisted numerous organisations in the establishment of business transformation programs. This has included, the development of transformation roadmaps and business operating models, executive awareness and education activities, facilitating the determination of where and how to start the program, building internal expertise, establishment of internal process/transformation centres of excellence and the execution and assurance for projects and programs.
- **Performance management, improvement and shared services:** I have developed and implemented strategies, structures and services to drive effectiveness and efficiency. This has involved enhanced alignment of organisational structure, policy, services, desired business outcomes and resource management. This work has often included the establishment of a shared service capability within an organisation and the preparation of comprehensive business cases, governance and resource reviews, program evaluations, role design, organisational change management, performance measurement and benefits realisation strategy and delivery.
- **Process governance structures, roles and responsibilities:** I have an extensive background in working with organisations to establish process governance structures that meet the organisations process maturity. I have a solid understanding of and direct experience in establishing, operating and reviewing governance frameworks and building effective controls required to manage risk.
- **Executive and team coaching/mentoring:** I have advised (and coached) at senior levels of organisations (CEO, COO, CIO, and business heads) on their most challenging business issues. I have also trained and coach project teams in the execution of business process management/business transformation programs within large commercial organisations, semi-government, government and educational institutions.

Attachment B - Publications

Books:

Date	Publisher	Title
2006 - 1 st Edition 2008 - 2 nd Edition 2014 – 3 rd edition	Elsevier Second Edition Francis & Taylor	<i>Business Process Management: Practical Guidelines to Successful Implementations</i> John Jeston & Johan Nelis
2008	Elsevier	<i>Management by Process: A Roadmap to Sustainable Business Process Management</i> John Jeston & Johan Nelis
2009	Meghan-Kiffer Press	<i>Beyond Business Process Improvement, On To Business Transformation</i> John C. Jeston

Articles:

Date	Topic
2014	<ul style="list-style-type: none"> • Performance Management and Measurement: Are KPIs all we need? • Bureaucracy and High Performance • BPM is ALL about People Change Management
2013	<ul style="list-style-type: none"> • The Perpetual Question: What is BPM? • Business Process Maturity and Technology • What do BPM and Lego have in Common?
2012	<ul style="list-style-type: none"> • Business Architecture: A Down Under Perspective • How do you motivate employees to provide a high level of customer service and satisfaction? • How to motivate employees
2011	<ul style="list-style-type: none"> • Highly Effective Process Winners • BPM and Change Management • BPM: the Sell, Definition and Frustration • From Cool Toys to Effective Tools • Should we really be customer centric?
2010	<ul style="list-style-type: none"> • Mobile Technology – from executive toys to effective tools • Execution is Everything? • 10 Impediments to Achieving Process Excellence • Business Agility Requires Business Processes as its Basis • BPM – the Sell, Definition and Frustrations
2009	<ul style="list-style-type: none"> • A Quick-fix to Beat the Global Financial Crisis Through BPM • Beyond Business Process Improvement, On To Business Transformation • Leveraging Your BPM Skills
2008	<ul style="list-style-type: none"> • High Performance Management: How Can this be Achieved? • High Performance Management by Management Through Process & Leadership • Re-inventing Business Process Improvement & Management • Enterprise Alignment & Business Process
2007	<ul style="list-style-type: none"> • Project Management: Essential in Process Management • Case Study – Wealth Management • A Powerful Metaphor for a Balanced BPM Implementation • A BPM Engagement Model to Achieve Sustainable Results • Why Six Sigma is Not Complete Without BPM?
2006	<ul style="list-style-type: none"> • Are All BPM Projects Equal? • Process Innovation • Why Do We Need BPM Coaching When We Can Do It Ourselves? • BPM Implementations: Does One Approach Fit All? • How to Demystify BPM?