

Les Ormonde

BODKINS

LONG WITTENHAM NEAR ABINGDON, OXFORDSHIRE OX14 4QW

TEL 01865 408027 MOB 07976 920186 FAX 01865 408027

les.ormonde@aufaitmanagement.co.uk

Profile

An experienced interim manager and director specialising in delivering improved business results through organisational change, business improvement initiatives, startups and turnarounds. Les also has a successful track record of managing multi-national initiatives, technology implementations and also in new product introduction. He will adapt his style to the situation and will work hard to establish effective stakeholder relations, which combined with a strong delivery ethos, maximise the chances of success.

Achievements

Business Leader: Les has played an influential role in the creation of a number of businesses:

- A member of the leadership team which created a spinout from an international automotive distributor. The new company was designed around a new product platform and an innovative customer proposition designed to revolutionise the way we look at vehicle ownership.
- Ground floor member of a small project management consultancy subsequently sold to a major service provider.
- Founded his own interim management business and a consultancy specialising in the practical application of the Theory of Constraints and System Dynamics to improve organisational performance.

Change Leader: Introduced new working practices, and embedded lasting change into a number of organisations:

- Led a change initiative to improve business performance: simplifying the organisation - eliminating a directorate and other business units; redeploying 1100 personnel; simplifying business processes; increasing capability in core competence areas; and initiating a continuous improvement regime
- Assessed the HR practices of a growing consultancy and recommended changes designed to maintain a high performance culture and bring people policies in line with business strategy
- In a traditionally confrontational environment, obtained cross industry consensus between utility companies and 34 highway authorities within London on new working practices needed to support the Transport Management Act 2004
- As the owner of one of the four main streams of work, played a key role in winning hearts and minds at Director, professional and trade union level for a £1 billion outsource of Defra's IT and business processes
- Used secure email as a vehicle to break down boundaries between 7 Criminal Justice Organisations and the legal professions by getting them to share case information electronically for the full lifecycle of an offence from crime to rehabilitation

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Programme Director: Operating at board level, ran a number of programmes

- Improved delivery practices in a £70 million transport programme
- Led a 100 man year programme at TfL, two programmes for Exel logistics and a major software development for Mirror Group Newspapers with high levels of customer satisfaction
- Led the implementation of Activity Based Costing for Royal Mail
- Turned a failing 300 man-year programme around for a merchant bank.
- Coach to the Implementation Director of a £1 billion programme to join up Criminal Justice
- Deputy manager of a programme to build a 600 seat call centre for Liverpool Victoria Insurance
- Managed 14 suppliers to build a simulation of the Post Office's strategy in very aggressive time scales
- Sponsored the implementation of SAP's project management suite affecting thousands of users

Trouble-shooter and Line Manager: An experienced negotiator and an adept relationship manager, Les has operated successfully in a number of senior positions. Applying a variety of hard and soft techniques, he has resolved a number of challenging situations:

- Embedded product management disciplines and established a new global sales capability as part of a logistics package implementation at Exel Logistics
- Took accountability for turning around under-performing projects and programmes at Integris
- Trouble shooter for the Director, Vodafone Retail dealing with the results of a period of M&A activity
- Helped the new products arm of Vodafone change focus from voice to data solutions
- Unlocked a stalled product selection for an international biosciences company
- Head of information systems consulting at Integris and a member of the senior management team
- At Cap Gemini, managed a group of 60 SAP consultants and 70 IS and technology consultants and was a member of the European Consumer Products and Manufacturing Division management team
- Took over the Group E-Commerce team at Exel logistics

Education

Warwick University: Post Graduate Diploma in Engineering Business Management