

Curriculum Vitae for **Roger Edward Turton MBCI**

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Major Strengths and Key Skills

I am a highly motivated, industrious and pragmatic person. I am an excellent team player and a proven leader of large teams with extensive experience in leading on the analysis, development, design and strategic improvement of processes using quality and business continuity methodologies.

Brief Career History

Consultancy for Detecon – Germany

August 2006 – current

Main Responsibilities

To develop for implementation, ideas and theories for their client that had previously been generated within the business on the full Business Continuity process. To liaise with all levels of management from the board to the first line managers, across all disciplines, in 5 countries, to ensure that the proposals are acceptable and workable. This is being done with the board's approval but against a background of continued severe budget restrictions in both CAPEX and OPEX. Thus any proposals have to offer real and lasting benefits.

For T-Mobile

January 2003 - to January 2006

Head IS Continuity Europe

Main Responsibilities

I managed the development of BCM for all IT used by T-Mobile in 5 countries, the UK, Germany, the Czech Republic, the Netherlands, and Austria. To lead and complete projects to bring the relevant business continuity information to the attention of the international and local boards.

The key roles were :

- to align the understanding in 5 countries for the integrity of service catalogues by identifying key processes and catalogues.
- to identify and manage out significant risks, both physical and system architecture.
- to classify the continuity requirements of each service/process into the appropriate service category.
- to calculate the gaps between the current status and the continuity requirements.
- to move the requirements into the planning process

Main Achievements

The successful delivery of many projects, to supply key information to enable major decisions to be made on the ongoing develop of systems, sites and disaster recovery policies and business continuity strategies. The delivery of a credible knowledge on the key systems and processes within the business. Resulting in improved design guides, major reductions in risks, improved credibility with stakeholders and insurers. Reducing whole process costs for new products by over 50%. Major programs of investment to deliver disaster proof solutions against critical services / processes, protecting £10M a day in the UK alone. Alignment of business continuity processes across 5 countries, following the need to introduce the philosophy in 3 of them. Fully enabling “a one company” approach with major savings over having the 5 countries while developing their own solutions.

For T-Mobile - continued

March 2000 – January 2003 **Head of Quality and Corporate Business Continuity Management**

Main Responsibilities

I managed the T-Mobile UK Quality and BCM teams to develop processes to improve business performance in the Technology, Customer Services and Human Resources towards meeting the business needs. Whilst ensuring that standards were maintained against the criteria set in BS EN ISO 9001, BS EN 17799, BS 14001 and the criteria set by the British Continuity Institute. I also managed for T-Mobile Europe the quality team for network technology.

Main Achievements

Continuous assessments costs have been cut by over 50% due to the increasing confidence of the registration authority on the quality of the processes.
To lead a team towards carrying out a self assessment against the European Quality Award criteria.
An investigation saved over £2M by realising a more efficient working practice. Another enabled T-Mobile to be first to market for certain services.
The rapid recovery from 3 major disasters, and providing support during disaster invocations 24 hours by 7 days every week.
Processes introduced to enable the best possible recovery from major crisis and disasters.

December 1995 – March 2000 **Quality Manager**

Main Responsibilities

I managed the quality team to develop processes to improve business performance in the Technology directorate towards meeting customer's criteria. Whilst ensuring that full compliance to the standards were maintained against the criteria set in BS EN ISO 9001.

Main Achievements

Continuous assessments costs have been cut by over 50% due to the increasing confidence of the registration authority on the quality of the processes.
The quality of products and services from our key suppliers improved dramatically.
A process introduction enabled T-Mobile to be first to market for picture messaging.

March 1995 - December 1995 **Quality Systems Consultancy for**

**One 2 One at Boreham Wood UK
P-COM, California USA
Condor Systems, California USA.**

Main Responsibilities

To carry out quality system audits and provide quality consultancy for radio link manufacturers and electronics companies in Campbell, California.
To advise One-2-One of the needs for assessments and continuous improvements. To carry out internal audits against ISO 9000 1994 standards. The delivery of process improvements within the networks infrastructure.

Main Achievements

To identify major issues previously unknown to the directors of the USA companies. e.g. process control, root cause analysis.
To successfully improve the needs of the business, and to maintain registration by the implementation of comprehensive transition plans whilst it underwent a major re-organisation.

The following is a brief outline of my career whilst employed by British Telecom.

1993 - 1995 Senior Lead Auditor for Operations in Business Systems

Main Responsibilities To manage a team of operational auditors for BT's Directors and Senior Managers.

Key Achievements The business re-engineered its main delivery processes affecting some £150M revenue. The implementation of a high integrity process for use by line managers. The reduction customer complaints by over 50%, performance increase by over 7%.

1992 - 1993 Process Management Development at Stanmore Middlesex

Main Responsibilities To be the senior professional for review and analysis of business processes.

Key Achievements To enable Divisions to use processing techniques to identify areas for strategic change.

1991 - 1992 Operational Audit & Quality Management Systems Development at Milton Keynes

Main Responsibilities To carry out operational audits for senior managers.

Key Achievements To simplify the structure of the management. Delivery of a controlled process for over 20,000 employees. The initial development of processes to support the European Foundation for Quality.

1988 - 1991 Private Services Task Force Support Manager at Stanmore

Main Responsibilities To lead on training, logistics, image wear, transport support services to the Private Services community. To support process developments by guidance and audit.

Key Achievements A complete overhaul of the training requirements for engineers and CSOs. Provision lead times reduced from 6 months to 20 days. Repair times reduced from several days to 5 hours.

1986 - 1988 Head of Order Bureau Manager for Private Services at Stanmore

Main Responsibilities To manage the order bureau for Private Services.

Key Achievements Integrating the processes and requirements into local offices with no increase in their resources.

Earlier Career History 1962 to 1988 at Brighton, Guildford, Portsmouth with British Telecom.

An engineering career spanning the planning, provision and maintenance of networks, transmission and radio systems.

A management career from 1976 then becoming an Executive Engineer covering, recruitment, training, network and transmission station design, business customer networks design.

Final Qualifications After studying at Southampton College of Technology I obtained a City and Guilds Part 3 Certificate in Advanced Switching Principles with credits.

Business Training

ITIL Service Management 2002	Commercial Awareness 2002
Managing Safely – 2001	Competition Act - 2001
Business Continuity Masterclass - 1999	European Quality Award – 1998
PRISM - 1998	ISO 9001 TickIT – Lead Auditor - 1997
Business Continuity Planning – 1997	CME 20 - 1996
Business Management – 1991	Project Management - 1992
Auditing - 1988 & 1993	Quality Management - 1991
Safety for Managers – 1992	Total Quality - 1989
Business Data Base Systems	Industrial Relations
Transmission Systems	UNIX
Informix	DBase 4

Personal Details

Date of birth : - 18th January 1946 in Portsmouth

Marital Status : - Married, 4 children (none now dependant)

Interests : - I am interested in railways, and I am currently building a live steam coal fired 7.25 inch gauge railway engine, and at the same time a quarter scale live steam showman's traction engine.

I am also the exhibition organiser for the Buckinghamshire Garden Railway Society, and I have a steam railway in my garden.

I am a leading member of the Ruislip Lido Railway.

End