



**John Spencer**  
Project Manager

### Expertise

- ◆ Management Operating System
- ◆ Operational Improvement
- ◆ Organisational Development
- ◆ Analysis and Review
- ◆ Project Management
- ◆ General Management

### Education & Qualification

- ◆ Grad Dip Bus Admin
- ◆ Bachelor of Arts

### Clients and Projects

John has more than 25 years project management experience, covering industries such as mining, utilities, production / manufacturing, telecommunications, refining, finance, call centres, high-speed bottling and packaging, transportation, and the service sector.

As Project Director and Manager John has carried the responsibility for the management of the team of consultants and client task force in delivering the results through the successful implementation of agreed initiatives. The focus of projects has been productivity, project management, inventory management, throughput increase, management operating systems, supply chain management, logistics, measurement and metrics.

Whilst based in Brisbane John has completed projects (of which some are outlined below) in Australia, New Zealand, South Africa, Malaysia, Thailand, Indonesia, USA and Hong Kong/China.

Following are three examples of recent projects:

- ◆ **Water Corporation** - Major MOS based transformation programmes in Regional Customer Services Group and Business Services Group resulting in significant improvements in productivity and customer service plus cost reduction.
- ◆ **Worsley Alumina** – Installation of a Resource Modelling System within the Bayer production and all service areas. This was supported by enabling tools and behaviours for management and supervisory positions together with the delivery of a comprehensive training programme for supervisors and superintendents supported by on the floor individual coaching.
- ◆ **SEQDE** - Through the development of an infrastructure and delivery framework and utilising leading practice, the team developed an options paper, together with a preferred option, to structure the integrated planning and the delivery of infrastructure assets for the newly created entity

Other clients include:

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|------------------------|--------------------------------|
| ◆ Adaro Coal           | ◆ MNLG (Petronas)              |
| ◆ BHP Billiton         | ◆ United Energy                |
| ◆ Debswana Mining      | ◆ AMP                          |
| ◆ Gloucester Coal      | ◆ Queensland Rail              |
| ◆ Konkola Copper Mines | ◆ Bluescope Steel              |
| ◆ Rand Gold Refinery   | ◆ Bankers Trust                |
| ◆ RioTinto Coal        | ◆ New Zealand Post             |
| ◆ Shell/Anglo Coal     | ◆ Philips Malaysia             |
| ◆ Xstrata              | ◆ Australian Cooperative Foods |
| ◆ Griffins Foods       | ◆ Powercor                     |