



Mark Dougall
Principal/Director

Mark has over 25 years of international consulting and management experience including general management, business improvement and operations. His work has been across a range of industries including utilities, mining, engineering, financial services and manufacturing in Australia, Africa and Asia

Mark has worked with a variety clients to identify and deliver sustainable improvements with verifiable bottom-line benefits. The gains made have included productivity improvement, increased throughput, cost reductions, revenue growth, strategic planning and business / market development. An estimated \$500m (annualised) in benefits have been realised by clients through projects that Mark has delivered or overseen over the last 10 years.

Expertise

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

Education & Qualification

- ◆ Master of Business Administration
- ◆ Bachelor of Engineering (Mech)

Clients and Projects

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.
- ◆ [APA Gas Networks](#) - Installed MOS in networks businesses across Australia which included process re-engineering of key business processes, restructure, productivity improvement and cost reduction.
- ◆ [Resource Generation](#) - Developed and implemented project management office for US\$600m mine construction project in South Africa. Also developed operational readiness programme based on MOS principles and discipline of the Accountability Framework.

Other clients include:

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| ◆ International Power | ◆ Futuris Automotive |
| ◆ BHPB | ◆ Golden Circle |
| ◆ Rio Tinto | ◆ Nylex |
| ◆ Atlas Iron | ◆ Dalrymple Bay Coal Terminal |
| ◆ Yan Coal | ◆ QR National |
| ◆ Anglo Coal | ◆ Australian Railway Group |
| ◆ Glencore | ◆ Kiwi Rail |
| ◆ ASC | ◆ ADT Security |
| ◆ Transfield | ◆ IT Connexion |
| ◆ AMP | ◆ TAB Corp |
| ◆ Lumley Insurance | ◆ Australian Defence Industries |
| ◆ ING | ◆ Transfield |