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Andrew Penn Biography

Andrew is a business and management consultant with extensive experience in performance management and process or system improvement. He is an EFQM Licensed Advisor, Master Assessor and an ISO lead auditor with specific areas of expertise in leading teams to audit or assessment of organisations both large and small to help them to improve the way they work. He has led assessor teams across the UK since 2001 in national and international award and recognition programmes and has assessed two award winning, world class role model organisations in that time along with many others just missing the top level of recognition.

In addition to leading EFQM Recognition teams at this level he has supported organisations to achieve ISO 9001 standard at the first attempt. Andrew has also been a practitioner for Investors in People and Customer Service Excellence, working with a variety of organisations in the UK and overseas.

Andrew started his career in the UK Civil Service. After working as a VAT specialist leading teams in auditing taxation systems up to large corporation level, Andrew 'saw the light' and moved into Quality Management. In two Government departments he led regional and national EFQM assessments, managed the central process improvement team, and was a team leader for delivering a Modernising Government project. Since leaving the Civil Service Andrew has worked with Ley Hill Solutions Ltd and the British Quality Foundation facilitating business improvement projects. This career path has included advising an overseas government department on EFQM and speaking about Business Excellence and the customer experience at a conference in the Middle East.

His sector experience is wide and varied but includes transportation – especially rail – housing associations, charities and service industries.

Away from the workplace Andrew is a local parish councillor, chair of trustees of a small charity and a volunteer for a local helping hands scheme.

Throughout his career Andrew has successfully led teams of specialists and also individuals brought in for specific projects. The benefits of clear communication and effective team working have helped him succeed in these roles. His EFQM experience goes back to 1995. He remains a passionate supporter of the model and a firm believer in the demonstrable benefits which come from regular testing against its criteria and fundamental concepts.

