

Contact details

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Tom McCormick Biography

Tom is a business and management consultant with over 25 years' experience in business improvement and total quality management. He is a EFQM Licensed Advisor and Master Assessor and has worked with the EFQM Excellence Model for over 20 years, leading and participating in organisational self assessment and external assessments for the EFQM and UK Excellence Awards and Recognised for Excellence programme.

Tom has assessed many award winning organisations across a number of sectors including central and local government, government agencies, construction and infrastructure, education, health, social housing, international brewing and retail, international logistics, IT services, pharmaceuticals, rail, sports equipment manufacture and retail, and the voluntary sector.

In addition to his work with the EFQM Excellence Model, Tom supports organisations seeking to improve their management systems through certification to ISO standards. He is a Lead Auditor for the core management standards ISO 9001:2015, ISO14001:2015 and OHSAS 18001:2007 and works across other standards depending on the need of clients. He has successfully assisted organisations to achieve and retain ISO certification in construction, facilities management, engineering, rail, and road transport and freight logistics amongst others.

Prior to his career as an independent management consultant Tom worked in central and regional government in the UK. He had many roles during this time and his achievements include: developing the systems analysis for the first ever electronic payment system for the UK's population census field staff, managing and improving the financial management system of a major department of state, and planning and delivering visits to the six counties of the East of England by UK Government Ministers and international VIP visitors. As Town Centre Manager in his home town of St Neots in Cambridgeshire, Tom worked to support local businesses with their plans for growth and planned and co-ordinated the town's annual festival. Tom undertakes voluntary work as a member of his local Town Centre Initiative group and as a governor at his local infant school.

Tom is a strong believer in continuous improvement and the EFQM Excellence Model's ability to support organisations in their quest for improvement.