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Graham Hull Biography

Graham is a business and management consultant with extensive experience in performance management and process or system improvement. He is an EFQM Licenced advisor, master assessor and an ISO lead auditor with specific areas of expertise in leading teams to audit or assess organisations both large and small and help them to improve the way they work. He has led assessor teams across Europe since 2001 in national and international award programmes and has assessed five 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 the highest level he has supported numerous organisations to achieve a variety of ISO standards at the first attempt. Graham is a ISO 9001 (Quality) and ISO 27001 (Information security) lead auditor but his extensive knowledge of management systems generally means he worked on all ISO standards and multiple standards based on the original standards.

Graham started his career in the UK Post Office working on a counter selling stamps and then over a 24 year career performed many operational roles in Mail delivery, Cash handling, customer service and industrial engineering before being responsible for Royal Mail's business excellence programme. He achieved his diploma with the Institute of Management Services whilst with the Post Office and has continually developed his knowledge and skills relating to new techniques, standards or frameworks. On leaving Royal Mail Graham set up Ley Hill Solutions Ltd which he still manages and operates across the world.

His accomplishments include being introduced as a "Process Guru" by colleagues when working in the USA and being asked to speak about Business Excellence and the customer experience at conferences in the Middle East. Whilst always looking to improve business performance and operations Graham has also been involved in many working groups and activity supporting business continuity and resilience and it is apparent that this work has now merged with the greater risk based approach to management systems.

His sector experience is wide and varied but includes transportation – especially rail, facilities management and light engineering, technology and manufacturing as well as a particle interest in service industries.

Throughout his career Graham has been able to build teams that work together effectively even if the people do not know one another very well and achieve consensus on those key strategic challenges that any organisation needs to face. He believes that the EFQM assessment process



helps achieve this level of understanding and overall after a career of almost 40 years still believes that the EFQM Excellence Model is probably the best improvement framework in the world.