

PROFILE

Kay has over 15 years experience working in the oil and gas industry for both operating and service companies and 11 years experience running her own business consultancy. She commenced her career with Esso Australia in 1984 and during the next 8-years worked in a variety of executive assistant roles in Victoria and New South Wales. In 1992, she moved to Scotland (UK) and was appointed the Services Coordinator for the start-up of Det Norske Veritas' international safety and loss control management business where she was responsible for the design and development of systems and procedures to support the business unit. In 1995 she returned to Australia and settled in Perth where she started Business Essence. In 2000 she relocated the business to Melbourne and joined in partnership with Catherine Duncan. Kay has specialist skills in process mapping, design and re-engineering of business processes across a wide range of industries and has over 20 years experience in office and system administration.

ACHIEVEMENTS

Adapted the 'swim lane flow-diagram' concept to present a comprehensive, graphical workflow procedure on a single sheet of paper – effectively replacing volumes of written procedures. This unique tool itemises critical steps, identifies person responsible and details when and how tasks are completed. The end result is a simple to use, interactive 'road map' that guides the completion of core business activities in a consistent, transparent and auditable format.

Mapped over 80 regulatory and supporting processes for government agencies. As a member of several project teams Kay has carried responsibility for the mapping of key processes and the streamlining of existing documentation. The work included a review and analysis of both the technical and administrative aspects necessary to administer the requirements of the specific regulations.

Reduced turnaround time for monthly billing by 60% for a start-up IT Company. On a part-time basis over a two month period Kay carried responsibility for the day-to-day operations of the finance and administration departments. During this period Kay documented and streamlined key processes, re-organised job roles to optimise efficiency and provided on-the-job training to key staff critical to the success of the new and improved work practices.

Reduced project management workload from 5 days to 3 days per week – 40% saving. Over a three-month period, Kay worked closely with both senior management and project teams to streamline and re-engineer internal project planning tools and reporting systems. Significant improvements implemented during the re-design phase resulted in a decrease in contract staff and a reduction in project management workload of 2 days/week.

Custom-designed a simple to use document management system using standard Microsoft software. The system consists of a customised swim-lane procedure, guidelines and standard templates and has been successfully rolled out within government agencies and for private companies. The flexible system can help formalise a company's existing document control or can provide the framework and structure required for a company to kick start its document management and control environment.

AREAS OF EXPERTISE

- Process mapping, design and reengineering
- Workflow design and implementation of business systems and procedures
- Internal audit reviews of existing administration systems and work practices
- Project management.

SKILLS & STRENGTHS

- Accepts responsibility with excellent planning and co-ordination capabilities
- Conscientious with a strong capacity for follow-through and attention to detail
- Ability to successfully manage multiple priorities and assignments
- Proven capacity to approach problems effectively and articulate practical solutions
- An experienced team player, bringing enthusiasm and energy into group efforts
- A working knowledge of the oil and gas, health & safety industries

QUALIFICATIONS

Graduate Diploma in Business (2000), Curtin University
Graduate Business Qualification in Leadership and Management (2000), Curtin University