

About David Hutchins - founder of David Hutchins International.

MSc. Quality and reliability – Birmingham University.

Chartered Engineer - (with Degrees in Mechanical, Production and Electrical Engineering.)

Chairman, David Hutchins International Limited.

UK Secretary General – World Council for Total Quality and Excellence in Education (WCTQEE).

Honorary Member - Asian Pacific Quality Society.

Fellow – Chartered Quality Institute UK (CQI).

Senior Member – American Society for Quality (ASQ).

Was an invited member of an International Task Force Quality Professionals in the ASQ.

Juran Institute Master Black Belt.

Co presented with Dr Juran all of his annual courses for management held in the UK from 1983 until Dr Juran's retirement from international activities in 1992

Author and co author of several books including:

Products Liability – Heinemann.

The Japanese Approach to Product Quality –Pergamon Press.

Quality Circles Handbook – Pitman Publishers.

In Pursuit of Quality – Pitman Publishers. Achieve total Quality – Directors Books.

Just in Time – Gower Press.

Just in Time 2nd Edition – Gower Press.

His new book entitled 'Hoshin Kanri – A Strategic Approach to Continuous Improvement' will be published by Gower Press in September 2008.

Literally hundreds of articles published in a wide variety of management magazines since the late 1970s to the present day.

Invited keynote speaker at Dr Juran's 100th birthday celebrations in the USA.

Invited author of a chapter in the specially produced book on the life of Professor Ishikawa published after his death in 1989.

Represented the UK as representative of the IQA as Chair of the EOQ Human Factors committee for several years in the late 1980s early 1990s.

Conducted a number of UNIDO projects in Egypt, Tunisia and Hungary.

In David's early career he was Chief Production/Industrial Engineer in the Automotive Components Industry before becoming Works Manager followed by 10 years teaching and consulting in Business Management prior to founding David Hutchins International.

David Hutchins has over forty years of continuous experience in all aspects of the Quality-related

sciences on a world -wide basis. He co-presented with the unchallenged World leading expert, Dr Juran, on all his annual courses in the UK from 1983 until Dr Juran's retirement from international travel in 1992. He was a personal friend of the late Professor Ishikawa and was the only European to be invited to contribute material for the book which commemorated his life. He has been a key note speaker at many seminars organised by the Union of Japanese Scientists and Engineers (JUSE) in Japan and to this day works with the well known specialists in Concept Engineering, Drs Kano and Shiba.

He is recognised both at home and in Japan as the pioneer of the introduction of Quality Circles and other Japanese developed management concepts such as the Toyota Management system to literally hundreds of organisations around the world since the mid 1970's. He has also played a significant international role in pioneering the development of Western Style Total Quality Management and its Six Sigma derivative. David has also been involved in many collaborative contracts with the Juran Institute and was a personal friend of Dr Juran on whose principles much of the Six Sigma philosophy is founded.

David's major assignments in the UK have included Heinz, Short Bros. Ltd. Wedgwood Ltd, VSEL, and internationally, many international assignments for the Egyptian, Iranian, Tunisian and Hungarian Governments frequently supported by UNIDO and the World Bank. In all cases his work has achieved huge reductions in cost improvements to productivity, sales revenue and increased market share. In one instance (a large aerospace company) he helped turn losses of 30% sales revenue into significant net profits after only three years and one year ahead of target. The company became considered as a World Class Aerospace company and won the British Quality Award only five years after the engagement began!

In the 1970s and 1980s at a time when Quality was hardly, if ever, mentioned in Management Colleges he alone pioneered the introduction into the UK of many concepts and practices including Total Quality (his first 3 day course on this topic was in 1972) and participative forms of Quality into the UK and parts of Europe. This was in the face of considerable hostility from the Quality Profession on block and the early advocates of ISO 9000 (or BS 5750 as the concept was known at the time). Management by Policy, Benchmarking (acknowledged in a DTI publication in the late 1980s), Customer Service Improvement, Just in Time, and Problem Solving Skills were introduced by him into the UK often several years before they gained widespread publicity. David Hutchins is trained to Master Class standard for the Business Excellence Award Assessment and is a Juran Institute Master Black Belt in Six Sigma.

David Hutchins has been publicly acknowledged for having introduced Quality Circles into the UK, Hungary, South Africa, and several other countries and Total Quality into Egypt and Tunisia funded by UNIDO.

This has enabled him to offer a complete and wide range of capabilities to assist companies large and small, from all industry sectors. This expertise includes:-

- Linking Six-Sigma/Lean-Manufacture, ISO 9001:2000 and Total Quality based Quality management Systems directly to business objectives by using state-of- the-art techniques for identifying critical processes for Business Process Transformation.

- Empowering people through such self management programmes as Gemba Kaizen, and Quality Circles, customer care and facilitation and leadership skills.
- Implementation of Six Sigma and TQM principles in a wide range of industries
- Audits and advice on the development of Quality Management Systems.
- Systems to meet requirements such as those of ISO 9000 in both Manufacturing and Service organisations.
- Measurement and reduction in Quality Costs.
- Managing the implementation of QMS programmes; including Policy Deployment, infrastructure development and the management of Change towards a corporate Quality culture.
- Concept Engineering based on QFD principles.
- Measuring progress by Benchmarking against companies who are "Best in Class".
- Managing employee and customer surveys.
- Strengthening processes through Statistical Process Control (SPC).
- Assistance with preparation for the UK, European and American QMS Quality Award criteria and the establishment of strategies for performance improvement.

David's most recent achievement has been to provide external assistance to the Mobarakeh Steel Company in Iran with the implementation of a Corporate based Total Quality initiative.

This programme which embraces all of the best known quality initiatives including Quality Circles and the principles of Investors in People (IIP) has saved the Company more than \$120M in the first three years but executives from the company claim that this is only a fraction of the real savings resulting from smoother production, narrower supply base and other benefits.

Industries in which David has introduced Quality Circles span almost the entire spectrum of industry including telecommunications. Clients in telecommunications have included British Telecom, Northern Telecom, NEC, Elcoteq Finland, and in closely related industries, ICL (now Fujitsu) and GEC Marconi.

More recently, David has implemented Quality Circles into a regional organisation of the British Ambulance service and to Etisalat, the sole Telecommunications company in the Arab Emirates.

Partial client list

– some key projects only – the full list goes to several hundred assignments spanning some 25 years

Clients

Glaxo SmithKline	TQM and Root Cause Analysis
Johnson and Johnson	Quality Function Deployment
National Air Traffic Systems	ISO 9000; Six Sigma evaluation; benchmarking study
Sony Ericsson	ISO 9000 Lead Auditor training
RMC	Six Sigma, Continuous Improvement
Supplier Automotive Parts Co, Iran	Hoshin Kanri, Performance Management
Mobarakeh Steel Corporation, Iran	Hoshin Kanri, TQM, Continuous Improvement, Benchmarking, Quality Circles, EFQM, Supply Chain Management, Lean manufacturing concepts, QFD
Etisalat Telephone Company, Dubai	Quality Circles training
SEEBOARD Power Networks Plc	ISO 9001:2000 management Awareness
Shell UK	Internal Auditor training; project by project improvement.
Unilever PLC	Facilitator and Project Management
VSEL	Company wide Total Quality programme; Hoshin Kanri
Intersurgical	Six Sigma programme from Yellow to Black Belt level; Root Cause Analysis training
Short Bros. Belfast	Company wide Total Quality programme and ISO 9000/Defence Standards pre Audits
Environment Agency	Benchmarking Study Team – a 2 year assignment
Egyptian Government	Major UNIDO funded programme Implementing TQM in 15 Egyptian companies
Tunisian Government	TQM and ISO 9000 throughout Tunisian Industry. DHI trained 40 companies in TQM ISO 9000.
Hungarian Government	Production of TQM media in Hungary for the benefit of Hungarian Industry and the first implementation of Quality Circles in the Soviet Union in 1983.
Medicor Budapest	Quality Circles implementation
JUSE (Japanese Union of Scientists and Engineers)	DHI exclusively trained JUSE to becoming the first Japanese ISO 9000 Certification Body.

HJ Heinz	Company wide programme beginning with Hoshin Kanri and developing into TQM.
Wedgwood	Full company wide implementation of Quality Circles. The second in the UK and Europe implemented in 1981 and still active.
Brinton's Carpets	A client since 1980. The first full Quality Circles programme in the UK and Europe and since then many updates on latest business improvement concepts
Marks and Spencer	Conducted Quality Circles programmes for approximately 20 Marks and Spencer suppliers in both the textile and shoe sectors of the business.
CMBT	Full Hoshin based TQM programme across all Divisions of the Company including some in France.
Courtaulds Textiles plc	Quality Circles implementation in many of the then 40 companies in their Textiles Division
Courtaulds Performance Films Division	Implementation of ISO 9000:1994 including Root Cause Analysis
Conoco	TQM, ISO 9001:2000 including one of the first electronic Quality Manuals in the UK. Some behavioural work involving video of working methods
Perkin Elmer	Balanced Scorecard; Performance Management
Assi Domain Sacks	Process Improvement; root cause analysis
Elcoteq Finland	Strategy deployment
Royal Devonport Dockyard	Supply Chain Management
Toyota South Africa	Hoshin Kanri; Performance Management