

## **Brief One Page Resume**

**Steve Unwin,** C.Eng, BSc (Hons), MIEE, MIQA, MRAeS

Director

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Steve Unwin is a Chartered Engineer and has worked in the field of change and improvement for over 12 years. He has extensive knowledge of continuous improvement tools and experience in all aspects of the European Excellence Model having worked with the EFQM in its development, trained Award Assessors in its use, and led a major UK organisation of 20,000 people to success in winning the UK Excellence Award and achieving a dramatic business turnaround.

He is recognised for his insight, and is a frequent speaker at international conferences and a sought after contributor to improvement related books and articles. Steve has conducted extensive research into the achievement of successful change and is near to completing a book which explores the mindset for excellence.

For the past three years Steve has been a Director of Access to Excellence, a company he founded to further his work on developing new approaches to improved organisational performance. He works with both public and private sector organisations to deliver improvement and has recently worked with the UK Government Department for Trade and Industry to produce an animated film to encourage continuous improvement in small businesses.

Steve is a Visiting Fellow of the Northumbria University Business School. His recent conference presentations include-

- World Total Quality Management Conference Abu Dhabi September 2004
- Midland Excellence 'One Step Ahead' Birmingham, U.K. March 2004
- 8<sup>th</sup> World Congress for Total Quality Management, Dubai October 2003
- Quest for Excellence Conference, Dubai March 2003

He was recently a contributing Author to the book 'Thriving in Unpredictable Times' which looked at the transfer of best practice from manufacturing into healthcare. He also co-wrote the EFQM publications:-

- Eight Essentials of Excellence – The fundamental Concepts and their Beliefs
- Assessing for Excellence – A practical Guide for Self-Assessment

Steve is married with three children.