

Andy Shaw

Consultant & MD

Andy is an experienced and accomplished Organisational Improvement, Change & Learning Practitioner.

Behind Andy's seemingly effortless delivery style lies someone who always burns the midnight oil to ensure all of the I's are dotted & the T's are crossed.

Andy is a true pragmatist, the phrase 'What will it look like in practice?' is never very far from his lips. His passion & motivation for helping individuals, teams & organisations optimise their full potential remains the driving force behind Rubicon.

Andy brings over 18 years of experience in developing & deploying Continuous Improvement, Organisational Change & Leadership Development strategies across Contact Centre environments within in Financial Services, Insurance, Online Banking & Vehicle Leasing, as well as Change Consultancy engagements across Government, Healthcare & Food Manufacturing.

Andy is a skilled facilitator & energetic trainer – living by the mantra is 'if the energy is low...the message won't go!'

Andy has delivered significant results in his work:

- Designing the DMAIC based Process Excellence program for Egg.com.
- Delivering the DMAIC based change program for Masterlease UK's contact centre, which included in-house consultancy, training delivery, project coaching & assessment of their 'Quality' Leader during his recruitment.
- Developing & facilitating AXA's global Black Belt 'Train-the-Trainer' programme.
- Leading Performance Improvement Events (Pie's) across HMRC UK contact/Processing centres, which delivered in excess of 50,000 hours of 'non value' task time removed
- Training & coaching DHL's global team of DMAIC Initiative Champions & Process Improvement Advisors.

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Andy's energy & enthusiasm for all things improvement is truly infectious!

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