

Profile of

Steven F Jones
Business Coach and Principal Consultant
SCJ Consulting Pty Ltd

Although Steven is experienced in most aspects of the business world, including both the technical and operational arm, he has focused predominately on the business end of corporate environments for most of his 25 year career, encompassing both running his own companies, providing consulting support to small and medium sized franchised businesses as well as consulting to business units within large corporate organisations - a true hybrid. He has had a successful career in BP spanning 18 years, culminating in a Senior Management role with global responsibilities. Upon leaving BP he wanted to share his experiences and learnings by offering advice to others in similar situations thus enabling them to fast track in achieving their business goals and thus, along with his wife, Charlotte, formed SCJ Consulting in 2002. Between them they have nearly 50 years of experience, knowledge and lessons to share covering a multitude of subjects found in almost all companies regardless of size.

His forte is ensuring the surrounding environment, either technical or business, is utilised to the best of its ability. This has been successfully demonstrated by utilising a number of Stevens's skills that have been learnt by both the theoretical as well as the practical application and by continual self improvement.

He has managed a number of successful projects from a multi million US dollar international implementation of a global management information system, which introduced many process changes into a very complex and wide ranging culture within a large multinational company, through to the merger of two small companies under the same directorship, which enabled the qualities and benefits of each company to complement each other. He is experienced with building business plans, evaluating, designing and reengineering processes, implementation of business strategies, organisational structures to support the strategies, and skills refocusing of staff to meet the required task competencies.

Specific activities Steven led or played a major role in are: -

- Strategic review for BP New Zealand Retail business, resulting in growth in market share and dominance of the New Zealand market.
- Competency and skills base analysis for Petroleum Industry Retailing Expertise, which led to the development of a targeted competency training programme that was implemented globally by BP. This training programme also won the New Zealand Training Industry award.

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- Led a project team in the identification and re-engineering of BP New Zealand business processes, plus alignment with BP Australia's business processes. This enabled the company to reposition itself prior to the implementation of a new core global ERP system.
- Organisational restructuring of BP New Zealand and the BP Australasian IT organisations to maximise efficiencies across the two. This was achieved giving improved customer service and a 20% cost saving.
- Design, development and deployment of a Key Performance Management programme for BP's Global Retail organisation, which included the establishment of key indicators, drivers and supporting metrics to grow the retail network, promote knowledge sharing and facilitate movement of each retail country operation into a top quartile performer.
- Project management of a global marketing management information system. This was completed in 18 months and rolled out to 54 countries. It currently provides BP Oil marketing with the majority of its management information.
- Financial analysis of processes within the ANZ Bank desktop and server support operation in Australia and New Zealand. Identified opportunities for process improvements which would result in increased customer satisfaction and up to a 20% cost saving across the New Zealand and Australian operations.
- Strategic review of 2 satellite phone companies to assist the operators in a proposed merger. The subsequent merger completed successfully and profit projections showing a 200% increase.
- Service Management Review for a leading service provision company. Resulted in the creation of a Service Catalogue, updated Service Level Agreements, implementation of a Web based Performance Management technology solution and an integrated Relationship Management process. Potential benefits reaching 10% of operation cost.

In line with Stevens commitment to continual improvement he has completed many formal and self study courses and also holds a degree in Business Management.

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