

AN INTRODUCTION

BACKGROUND AND DETAILS

JILLIAN MERCER
INDEPENDENT CONSULTANT,
PUBLIC SPEAKER, AUTHOR



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Helping you help your customers... .

Summary

JILLIAN MERCER

(B.A., B.Ed., M.Ed..)

MANAGEMENT CONSULTANT/AUTHOR/SPEAKER

Jillian Mercer operates her incorporated general management consulting business providing assistance and advice and specialising in:

- customer focus (including supply-chain-to-customers, complaints-handling policies systems, and processes);
- facilitation of groups to accelerated consensus; and,
- independent review and reporting.

She is one of five national site evaluators for the **Australian Organisation for Quality's** Gold Awards for Business Excellence; and is also a panel judge for the Customer Service Awards of the Customer Service Council.

She conducts extensive, two day Master Class programs in aspects of customer focus throughout Asia and the Middle-East. Topics include *Customer Complaints; Voice of the Customer – Beyond Satisfaction Surveys; Developing, Implementing and Measuring Service Performance Indicators* (for private and public sectors); and the new International *Standard on Complaints Handling*, ISO10002:2004. Programs are conducted in, Hong Kong, Singapore, Indonesia, Malaysia, India, Thailand, Philippines, Kuwait, China and United Arab Emirates.

Her customers include representatives from Asian-based, large private and public-sector and global organisations.

She is author of the book, *May I Help You? Great Customer Service for Small Business* published by Allen and Unwin. It e-sells in North America and throughout the Asia Pacific. It details her Intellectual property of ©9 Rules of Good Service and Service Performance Indicators (SPIs). She is currently writing her book for large business *We're Big and You Matter*.

She was also a contributing author to the book, *Customer Service Excellence: How Organisations in Australia are Exceeding Customer Expectations (1998)*.

In October 2002, she launched Australia's most comprehensive customer complaints registration and data information and exchange web site, www.nocustomerservice.com.au .

Jillian is **regularly quoted in the media** as an expert in customer service. Articles and interviews include: *Customers Behaving Badly*, National Accountant, February 2006; *The ©Nine Rules of Great Customer Service*, Business Improvement Journal, Australia and QNewZ (New Zealand) - ongoing series of bi-monthly articles, 2005 through 2006; *In the Hot Seat*, Consumer Directions (Society of Consumer Professionals, SOCAP); *More Than Satisfied*, BOSS Magazine of the Financial Review and *Still Just A Material World?;* *Service lane to Success*, BRW (Business Review Weekly), comment/interview; *Retail Research Benefits a Mystery*, Business News.

**1997 – PRESENT: DIRECTOR - JILLIAN MERCER CONSULTING PTY. LTD.,
trading as MERCER MANAGEMENT CONSULTING
SERVICES**

- Director of a general management consultancy service specialising in customer focus, facilitation of groups to accelerated consensus, and independent review.

**1994-1996: KING EDWARD MEMORIAL AND PRINCESS MARGARET
HOSPITALS** (3,500-employee, multi-faceted organisation on two sites
with 600,000 customer contacts *per annum*)

Position: Manager, Quality Improvement (TQM)

Responsibilities and Achievements:

- Managing the integration and implementation of the Quality Improvement (TQM) program for the two Hospitals.
- Oversight of the customer focus program on all sites for both internal and external Customers, and all sub-groups.
- Providing in-house consultancy advice for all levels of management including the Executive Council on all aspects of customer focus including effective, efficient complaints handling, data collection and management information.
- Managing operations budget and planning for the Quality Improvement Department.
- Monitoring and evaluation of Quality Improvement and reporting to hospital executive on progress.
- Liaising and teaming with Staff Development Division and Best Practice Support Unit to develop appropriate training strategies.
- Successful transfer of content knowledge of Quality Improvement to 12 trainers from various disciplines.
- Managing a Quality Improvement project in first three months of position to successfully move backlog of seven million dollars worth of paper work into real time turnaround.

1991 - 1994: DEPARTMENT OF PREMIER AND CABINET (Western Australia)

Position: Central Agency Management Consultant

Responsibilities and Achievements:

- Managing complex consultancies and review assignments in relation to Customer Focus, Quality Management and other key management issues.
- Leading the Customer Focus program for the Premier and Minister assisting the Minister for Public Sector Management.
- Development of various policy guidelines for whole-of-sector use.
- Strategic planning and implementation of the Customer Focus program.
- Facilitating the Chief Executive Officers' Quality Improvement Forum.
- Conducting major and comprehensive reviews including: of all the Government boards and committees, Government abattoirs, government mail and delivery/courier services, information and referral services requiring facilitating extensive consultative research sessions with representatives throughout the State on behalf of the relevant Ministers.

**1986 – 1994: DEPARTMENT OF PREMIER AND CABINET, OFFICE OF EQUAL
OPPORTUNITY IN PUBLIC EMPLOYMENT - CENTRAL AGENCY
CONSULTANT/POLICY OFFICER**

- Managing complex consultancies and review assignments as Central Agency consultant to all 134 Government Departments including Local Government in respect of public employment reform issues.

CUSTOMER AND EXPERIENCE LIST

Mercer Management CONSULTING SERVICES

CURRENT PROJECTS

Current projects include:

- University of Western Australia - ongoing project assisting and advising on change management, and process improvement for implementation of new International Standard on Complaints-Handling (ASA10002:2006).
- Master Class series delivery at two days each (Singapore delivery): Excellence in Higher Education *Benchmarking Complaints-Handling Processes with ISO 10002:2004*; and, *Voice of Student (VoS) Management : Surveying Students: Collecting, Correcting and Connecting*; and for delivery in Kuala Lumpur, *Effective Rakyat (Public Sector) Complaint Management: Quantum leaping from good to great - Benchmarking critical processes with ISO10002*.
- Authoring book: *Recession-Busting Customer Service*.

Recent projects include:

- Redress (WA) - extensive multi-functional team-based project, capacity-building workshops, process Improvement review, consultation, implementation of re-engineered and error-proofed core business processes and systems.
- Department of Education and Training - 2009, Evaluation of Teacher and Schools of the Year Award program from 2008 delivery.
- FiK international (Frontiers in Knowledge). Two day Master Class series Excellence in Higher Education *Benchmarking Complaints-Handling Processes with ISO 1002:2004*; and,
- Voice of Student (VoS) Management : Surveying Students: Collecting, Correcting and Connecting;
- EQUATE Petrochemical Company, Kuwait - delivery of two day Human Resources Voice of the Internal Supply Chain Customer (HRVoC) program, June 2008 (and previously in 2003 and 2005).
- Education and Training International - Team-based, process improvement review and consultation, completed June 2008.
- Office of the Public Trustee - comprehensive knowledge-building and service process improvement program for whole-of staff including Executive (2007-2008)
- Department of Education and Training - 2008 Teacher and Schools of the Year judging criteria program including development of judging criteria for 8 Awards, and training of applicant advocates on developing submissions(2008).
- Minerals Drilling Association of Australia Inc. (WA) - Industry Voice of the Customer (VoC) feedback project, May 2008.
- Baking Industry Employers' Association – Membership feedback and Consultation for futures planning completion July 2008.

Other process improvement projects:

- BHP Billiton Exploration (process improvement using team-based, Total Quality Management methods).
- New Horizons Holidays (travel wholesaler), total process improvement program using multi-functional teams skilled up by Mercer).



PROFESSIONAL CAPACITIES

NAME: Jillian Teresa Mercer **PROFESSION:** Management Consultant
NATIONALITY: Australian **POSITION IN COMPANY:** Sole employed Director

KEY CAPACITIES and COMPETENCIES

- Western Australian judge for the Australian Organisation for Quality Gold Awards 2005 through 2009;
- Excellent understanding of internal knowledge supply chains in complex public and private sector organisations;
- High level facilitation skills with focus on moving diverse groups to positions of accelerated consensus in change strategies and business planning;
- Demonstrated high level practical and applied theoretical knowledge of customer focus in management and operations;
- Acknowledged expertise in change management and the ability to develop change policy and train staff to effect change strategies.
- Developed whole-of-Government Customer Focus program for implementation in all Government agencies in Western Australia, 1994;
- Excellent knowledge of Quality Management. Experience in the strategic planning for the implementation of Total Quality Management (TQM) in Government agencies;
- Immediate past National President of the Australian Customer Service Association (Inc.) and Chair of the Board of Management;
- Immediate past-President of the WA Division of the Australian Customer Service Association representing the interests of both the Private and Public Sector industries of Western Australia
- Immediate past Chair and President of the Women in Management Board of the WA Division of the Australian Institute of Management; and,
- Extensive experience in multi-culturally sensitive delivery of services; and, Western Australian site evaluator for the Australian Customer Service Awards in 1995 and 1996.

ACADEMIC QUALIFICATIONS

- Bachelor Arts (English) Western Australian Institute of Technology (Curtin University), 1978
- Bachelor of Education, Murdoch University, 1980
- Master of Education, Murdoch University, 1981

PROFESSIONAL ORGANISATIONS

Member, Society of Consumer Affairs Professionals (SOCAP).

Member, Management Group of Customer Service Council.

Member Institute of Public Administration of Australia.

Foundation Member, WA Council of Teaching

Past National President, Australian Customer Service Association.

Past President, Women in Management Group of the Australian Institute of Management.



CUSTOMER AND EXPERIENCE LIST

Mercer Management CONSULTING SERVICES

CUSTOMER LIST (past and present)

Jillian Mercer has consulted with, assisted and advised, and conducted knowledge-building seminars for the following businesses in both Australia and overseas:

PRIVATE SECTOR:

1. Alcoa Australia
2. BETTA Electrical Australia (electrical/household good retailers)
3. BHP Billiton
4. Brightwater Aged Care Group (Inc).
5. Coca Cola Amatil
6. CPS Purchasing Services (wholesaler electrical/household goods) amongst others.
7. CSC Australia
8. David Evans Real Estate
9. Elders WA Ltd
10. EQUATE Petrochemical Company, Kuwait
11. Facilitated major Customer Complaints Management (CCM) conference seminars for Frontiers in Knowledge International (FIK), for Asian-based, large private and public-sector organisations all industries, (Singapore, India, Philippines, Malaysia, Thailand and China and United Arab Emirates, Kuwait, Indonesia)
12. iiNet (ISP)
13. Jesters, the Pie Factory (fast food)
14. Minerals Drilling Association of Australia
15. New Horizons Holidays (travel wholesaler)
16. Schwarzkopf Australia
17. SNAP (printing)
18. Westnet (ISP)
19. Woodville Torrens Real Estate

GOVERNMENT SECTOR:

- AirFreight Export Council of Western Australia
- Australia Day Council
- Bandyup Women's Prison
- Battye Library of Western Australian History
- Birth Defects Register (Health research)
- Central College of TAFE (Technical and Further Education)
- Community Justices Services Division
- Curtin University School of Business (International Program)
- Curriculum Council of WA
- Department for Community Development
- Department of Education and Training
- Department of Land Information
- Department of Premier and Cabinet, Office of the Centenary of Federation
- Disability Services Commission
- Divisions of Ministry of Justice (including Aboriginal Policy and Services, Community-Based Services, HR and Metropolitan Prisons and Juvenile Custodial Services; Wheatbelt Regional Management; Family Court of Western Australia; the Drug Court)
- Education and Training International
- Fremantle Ports
- Functional Review Implementation Team (FRIT)
- Government Employees Superannuation Board (GESB)
- Government of the Philippines
- Great Southern College of TAFE
- Grove Library Services (Cottesloe, Peppermint Grove, Mosman Park)
- Hakea Maximum Security Prison

- Indian Government
- James Cook University School of Tropical Diseases & Health
- Midland College of TAFE
- Murdoch University Senate
- Office Director General Transport
- Office of Children and Young People
- Office of Health Review (Government ombudsman function for health industry complaints/advocacy);
- Office of Multicultural Interests
- Office of Public Sector Standards
- Office of Public Sector Standards and Merit Protection
- Office of Seniors' Interests
- Ports Operations Task Force
- Public Trust Office
- Rangeview Remand Centre
- Road Safety Council Main Roads Department
- Sea Freight Council of Western Australia
- South West Area Health Service (various sections/divisions) for extensive programs on community consultations
- Transport Infrastructure and Urban Planning
- University of Western Australia
- Various schools of Edith Cowan University
- Western Power
- Westrail Urban Rail Division

Federal Government

- Aged Care Standards Accreditation Agency
- Australian Competition and Consumer Commission

NOT-FOR-PROFIT SECTOR:

1. Australian Dental Prosthetists Association (Inc.) WA
2. Australian Institute of Credit Managers
3. Australian Organisation for Quality Inc
4. Civilian Maimed and Limbless Association
5. Baking Industry Employers WA (Inc).
6. Baptists Camps of WA
7. Health Consumers' Council of WA
8. Herrison Rotary Club
9. Hollywood Senior Citizen's Village of the Salvation Army
10. Institute of Arbitrators and Mediators Australia (WA Chapter)
11. Institute of Public Administration Australia (WA Division)
12. Meetings and Events WA (Inc)
13. Minerals Drilling Association of Australia
14. Mission Australia
15. Real Estate Institute of WA (Eastern suburbs chapter)
16. Real Estate Institute of WA Property Managers Division
17. Recruitment and Consulting services Association of Australia
18. Western Australian State Schools Registrars' Association Inc.

CONFERENCES

- SOCAP Australia Conference 2005: Eyes Wide Open - Building your Brand with Every Customer Contact, paper title *From Rage to Recovery* on Complaints-handling
- Qualcon 2005 Conference: Leadership, Quality and Excellence, paper title *The Role of Customer Focus in Business Excellence: Measuring with Service Performance Indicators (SPIs)*
- Frontiers in Knowledge International, Conferences 2003 through 2009 on Complaints Management and the new International standard on Complaints-Handling, and Gaining Customer Feedback (Voice of the Customer), Thailand, Indonesia, Malaysia, United Arab Emirates, Kuwait, Singapore, Hong Kong, India. China.
- Intercoiffure Congress 2005, paper title: *Hair Today/Gone Tomorrow! Building Trust with Your Customers*
- Real Estate Institute of Western Australia Property Management Chapter 2005 Convention: The Winds of Change, paper title, *The Nine Rules of great Customer Service*
- IBC Informa Asia Conference Customer Complaints Par Excellence, Beijing
- Maslio International *Voice of the Customer: Beyond Satisfaction Surveys*, Kuwait
- Qualcon 2004 Conference: Australian Organisation for Quality - Quality, the Key to Organisational Success.
- 2000 National Australian Customer Service Summit
- Financial Review CRM Conference on Developing Excellence in Customer Relationship Management; amongst others
- IDP International Education Conferences across Australia
- IIP Company Secretaries' Conference
- International Qualcon 2000 Conference, Reach for the Stars (Australian Organisation for Quality)
- Western Australian Internet Association Conference