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## **Profile**

Over 25 years **Senior Executive Management** experience leading diverse teams (500+ FTE). A Managing Director that creates growth through sales and channel acquisition for an innovative start up business. Extensive executive management experience in multiple large, complex multi-national and customer centric companies.

A leader of governance, monitoring and investigating teams in transport and education.

Drives top line growth (0 to \$18m revenue) and triple bottom line savings (\$100m pa) creating market share. Leads negotiations to create capital and shareholder wealth.

Whilst building elite winning teams focused on customer delivery, I have a track record of leading strategy, transformation and organisation change through creating a space for ideas and confidence in my team to stand up and be counted.

Last 3 years have been re-building procurement and supply chain teams in Banking, Industrial (Pulp and Paper) and Universities by developing target operating models whilst leading the team through change and recruiting leadership roles including replacement CPO functions.

**Sectors:** Industrial, Banking, Internet and Technology, Telecommunications, Power Utilities, Transport, Education, Retail and Government.

## **Skills**

**Leadership:** Led and enabled the business to overachieve the bold targets of delivering the 2017-18 \$ 3.2BN investments.

**Business Transformation & Change Management:** Delivered \$100m savings in the Rail Maintenance Reform program. Integration and design of TEC current structure as DCE Operations (COO). CPO of Transpower and Sydney Trains, acting CPO Westpac and OjiFS.

**Financial and Sales Management:** Captured and retained *customers and revenue of over \$500M* worth of new business from many Major NZ and Trans-Tasman organisations.

**Strategy & Partner Relationship Development:** Led the business case development to the board for the approved transformation \$40M **capital projects**. Developed the NSW Government Supplier Relationship Management (Partnering) framework after delivery through Sydney Trains.

**Agile Innovation, Product & Channel Management:** Led the **Commercialisation of Innovation for Sydney Trains** through a "Pitch for your Project" process enabling a faster and transparent way to bring new things to market.

**Governance:** Past board member of **Track service alliance for Civil Infrastructure projects with John Holland**, Non-exec director of SME Artsight and Royal Port Nicholson yacht club. Currently on the Academic advisory board for AGI PTE and have developed a bachelor's degree in procurement and supply chain that is currently before NZQA for approval

## **Career Summary**

Augment Resources NZ ltd	Managing Director	2020
4 value Ltd	Principal & Director	2019
Tertiary education commission	Deputy Chief Executive (COO) Operations	2017 – 2018
Sydney Trains	General Manager (CPO)	2013 – 2017
Transpower NZ	Group Manager (CPO)	2008 – 2013
Gen-I Australasia	Commercial Manager Wellington Sales Manager	2007 – 2008
TeleWare Ltd	Managing Director Asia Pacific	2001 – 2007
RSM ltd	Managing Director	2000 – 2001
Ericsson NZ Ltd	General Manager	1989 – 2000
Unisys NZ Ltd	Acting General Manager	1998 – 1999
Ubix Ltd	Divisional Manager	1996 – 1997
British Telecom	Apprentice, Division Manager	1980 – 1989

## **Qualifications**

2018 Chartered Procurement Professional (CIPS)  
2016 Massey University NZ Masters Supply Chain Management (MSc) First Class (A) Pass  
2015 Fellowship Chartered Institute of Procurement & Supply (FCIPS)  
2013 NZRFU- Level 2 (Principles of Rugby Coaching) – IRB Level 2 Coach  
2012 Prince 2 Project management Foundation  
2012 Institute of Executive Coaching Level 1 & 2 (IEC-Sydney)  
2012 Chartered Institute Purchasing & Supply (MCIPS)  
1995 Chartered Institute of Marketing: Advanced Certificate in Marketing Management Practice  
1984 Brighton College of Technology: Electronics & Telecommunications. (BTEC)

## **Employment History & Experience**

**Jan 20 – Augment Resources (NZ) Ltd  
Managing Director**

**Jan 19 – 4 Value Ltd  
Principal & Director**

### **Company Profile**

An independent consultancy and advisory with specialities in governance, change, transformation, digital (ICT) and procurement / supply Chain. Building elite winning teams focused on customer delivery. Leading strategy, transformation and organisation change through creating a space for ideas and confidence in teams to stand up and be counted. Inspiring people doing amazing things through the specialist expertise in Transformation, Growth, Procurement and Supply chain

**Head of Commercial Services Westpac NZ CPO – May 2019 to Dec 2019**

*Delivery \$18m Saving Benefits, upper quartile staff engagement 79%, Review current E2E procurement ECO system and recommend structure to move into value areas, set up FY20 productivity project, BS11 Reserve Bank risk mitigation for outsourcing requirements, complete capability assessment and recruit new capability to fill gaps, Sox control enablement for P2P environment,*

**Programme Manager BNZ – Productivity project March-May 2019**

*Finalise the delivery of ECR savings project \$30M*

**ATT joint interim CEO – October – December 2018**

**Duco Consultancy Global Practice Lead Procurement & Supply Chain – Dec 19 – April 20**

*Delivered and Board approved Business Case Master Data Management – The Warehouse Group*

**Lead Negotiator MBIE TUI oil field decommissioning phase June-Aug 20**

**MOJ ICT review and Workplan for transformation delivery – July 20 – Oct 20**

**MBIE Project Innovo ICT savings + future strategy – June 20 – Dec 20**

**OJIFS Paper Manufacturing – end to end Procurement and Supply Chain review CPO and change lead– August 21 –**

**Grant Thornton – Otago University shared services – Procurement and supply chain – Advisor  
Jan 21-**

## **Jan 17 – Aug 18 Tertiary Education Authority Deputy Chief Executive (COO) Operations**

### **Company Profile**

The Tertiary Education Commission is a government crown entity that is responsible for the funding of \$3.2BN to Tertiary education providers and now also the delivery of Careers NZ. TECs purpose is to deliver and to make the biggest positive difference we can to the prosperity and wellbeing of all new Zealanders, through tertiary education and careers services and create the best government organization in New Zealand

### **Key Achievements**

- Delivered in accelerated time frames (50% quicker than estimated) the organisational restructure, strategy, and design of a horizontal customer centric model.
- Led and enabled the business to deliver and overachieve the bold targets of delivering the 2017-18 \$3.2BN investments.
- Significantly reduced customer complaints by establishing “The Customer Way” a program using new customer analytics aligning to performance scorecards that roll into NPS methodology (one of the 1st for NZ Government agencies).
- Removed silos enabling enhanced customer experience through a customer centred dynamic delivery culture with more efficient and consistent engagement.
- Stepped up and led the delivery in acute accelerated time frames, the Fees-Free new government system which included a fast track delivery using agile development of a software program and a full set of processes for dealing with eligibility challenges and complaints.
- Direct influence of key government policies providing Ministerial advice resulting in new programs of review and reshaping the Tertiary sector such as innovation funds for development of innovative programs.
- Awarded a letter of thanks and congratulations from the Prime Minister for the delivery of Fees Free in less than 50 days for the new incoming government.
- Rescued, chaired and delivered in accelerated timeframes a whole new Investment approach and insight toolkit for 2018-19 investment planning round after 2 years of non-delivery.
- Chaired and delivered a market leading program to optimise the \$1.8BN Performance Based Research Project by systematising the procurement of research investment using over 250 worldwide panel evaluators.
- Key steering committee member for the implementation of Technology 1 finance system.

## **June 13 – Jan 2017 Sydney Trains General Manager - Strategic Procurement (CPO)**

### **Company Profile**

Sydney Trains vision is to be a world-class, customer-focused operator and maintainer of rail network and deliver quick, frequent, and reliable services to metropolitan Sydney. Our mission is to contribute to Transport for NSW through the delivery of safe, reliable, effective, and efficient rail, passenger and network access services in a financially responsible manner. The new Reform commenced in July 2013 and I was head hunted to reform procurement and develop a whole new brand that was tainted with ICAC corruption in its former life as Railcorp.

### **Key Achievements**

- Delivered \$100m savings in the Rail Maintenance Reform program.
- Accelerated customer satisfaction and enhanced delivery for all Sydney Trains internal and external customers (Stakeholders) through Project LEAP. More efficient delivery, better bang for buck, savings and innovations were outcomes of the new customer service focus and methodology.
- Awarded Silver Corporate Certification by CIPS U.K. – 1st Organisation (public or private sector) in Australasia to achieve this status (only 10 globally).

- Led the Commercialisation of Innovation for Sydney Trains through a “Pitch for your Project” dragons den process enabling a faster and transparent way to bring new things to market.
- Awarded 3A NSW Government Procurement Accreditation the Highest and only Agency to achieve this standard.
- Led the strategic supplier accelerated delivery of SAP EAM, ROC (both construction and technology) and CCTV unlocking customer value during a period of high-volume complex projects under intense ministerial scrutiny.
- Grew Customer Satisfaction by 51% in 18 months.
- Led the procurement delivery of SAP for Transport for NSW (30,000+ FTE) targeting savings of \$250M.
- Drove and implemented diversity program with 47% of total team and 50% direct reports gender female.
- Secured NSW government leadership with one of the largest internal engagement scores (from 55% to 85%) enabling a high performing team to deliver on the bold reform targets.
- Recognised and selected as one of 20 Senior Managers from over 30,000+ staff to attend the Transport Accelerate Leadership Program for future executive leaders.
- Led the regeneration of NSW Government Procurement Board (as chair) and delivered the accepted leading Supplier Relationship Management Program (and framework) that became the model delivery for whole of Government

## **May 09 – June 2013 Transpower NZ Ltd**

### **Chief Procurement Officer - Group Manager Sourcing Supply and Contracts**

#### **Company Profile**

Transpower NZ Ltd is a State-Owned Enterprise that plans, builds, maintains, and operates New Zealand’s high voltage electricity transmission network known as the National Grid. Over the last 5 years it has experienced a massive project build programme to deliver greater security to the New Zealand public. This spend of over \$3.5bn NZD has been delivered inclusive of 3 major projects known as NIGUP ( 400 kV Line through centre of the North Island), HVDC ( Direct Current linking the generation in the south island to the north island) and NAaN ( a project delivering a 3rd circuit to NZ main City Auckland via an underground cable).

#### **Key Achievements**

- Led the implementation of the companies optimised procurement strategy, implementing a centralised structure with best practice tools, empowered staff, efficient delivery and improved service levels.
- Led the transformation to the future centre led environment enhancing customer experience and service delivery SLAs using regionally based operations functions.
- Led the design and delivery of cost savings / cost avoidance of \$10m+ pa across the organisation 5% targets set.
- Led the successful negotiation (at CEO’s request) of the maintenance and projects service providers (\$1.8b - 6+3-year contracts) for New Zealand. A 15% savings under the contractor review program was achieved.
- Led the strategy and executive acceptance to include a new supplier through the transformer panel agreement \$40M per annum with cost savings 8-9%.
- Led the supplier relationship, contract management and delivery of the national fibre network backbone with Alcatel Lucent, the Maximo EAM asset management solution and the US cost, cost estimation system enabling effective and efficient contract management.
- Finalist “Best People Development initiative” The Chartered Institute of Purchasing and Supply (CIPS) Australasia Procurement Professional Awards 2011.
- Customer excellence recognised with 87% Trusted advisor status from annual survey of key customers & stakeholders.

## **May 07 to May 08 Gen-i Australasia (Telecom NZ) Commercial Relationship Manager & Wellington Sales Manager**

### **Company Profile**

Gen-i is an Australasian company that brings together IT and telecommunications services to provide converged ICT solutions for businesses across New Zealand and Australia. It is part of the Telecom New Zealand Group of companies listed on the NZX

### **Key Achievements**

- Captured and retained customers and revenue of over \$500M worth of New ICT business from many Major NZ and Trans-Tasman organisations.
- Led the sales strategy and the lead negotiator for all major customer contract negotiations managing profitability.
- Led and delivered a new customer profitability insight tool for managing key accounts.
- Led the business case development to the board for the approved transformation \$40M capital projects.
- Led a culture change focused on developing a cost-conscious people accountability culture.
- Developed the highest performing team culture in sales and commercial services.

## **Jan 01 to May 07 TeleWare plc Managing Director of TeleWare NZ Limited, TeleWare Australia PTY Ltd and General Manager for Asia Pacific**

### **Company Profile**

TeleWare are a UK company that delivered unified communication solutions globally to the Telecommunications sector. Based in Thirsk Yorkshire was part of Workplace Systems PLC before being bought back by founder, owner and Chairman Geoff Haworth.

### **Key Achievements**

- Led a start-up business with no known brand recognition growing a business from zero to \$18m revenue.
- Created and delivered a framework with tools for governance and risk oversight for Asia Pac reporting insights and customer feedback monthly to the chair and board in U.K.
- Took a greenfield opportunity to a competitive position in the market through leading and implementing acquisition and channel strategy for Asia Pacific.
- Acquired major large accounts such as ANZ, Woolworths, Ford in Aus and AUT, NZQA in NZ
- Secured multiple channels to market via big brand names Datacraft, Cisco NZ and AUS, Damovo and Telstra Aus.
- Customers became our advocates/sales channel through my leading the implementation of the team that delivered customer service excellence and an enhanced experience through the Call Centre and Help Desk ensuring all customer complaints and issues were effectively managed.
- Won a Frost and Sullivan excellence award for mobile application tools to enhance customer experience and help deliver service excellence in 2005 (Las Vegas).

### **Current and Past memberships**

- Institute of Directors New Zealand - current
- Chartered Institute of Procurement and Supply – current
- Australian Institute of Company Directors – current
- Academic Advisory Board AGI PTE- past
- New Zealand Institute of Directors – past
- Chartered Institute of Marketing (UK) – past

### **References**

To be provided on request