



PROFILE

A professional business excellence leader and a turnaround specialist with over 30 years of result oriented experience across spectrum of multinational industries ranging from fast-moving consumer goods to banking & financial services, in diverse geographic environments.

I have facilitated the organisations in creating competitive advantage and augmenting brand value by driving quality and business excellence strategy, optimizing operational efficiencies, enhancing customer experiences, building human capability, implementing sustainability management practices and managing risks through strong governance and control mechanisms.

SATISH KOUL

CORE EXPERTISE AREAS

- **Organizational Excellence:** Extensively worked on the acquisition strategy of various local, regional and global Business Excellence Awards based on EFQM and other internationally acclaimed models.
 - Team Leader / Senior Assessor: Dubai Quality Award since 2008
 - Recognized as the Best Senior Assessor/ Team Leader during 2017 cycle of DQA
 - Trained Assessor: SKEA, MRM Business Award and MRM Innovations Award
 - Assessor Emiratisation Award (Ministry of Human Resources & Emiratisation), UAE since 2018
 - Associated with International Business Awards (Stevie Awards) as Judge during 2016
 - Experienced in PMO Star Rating Program , an initiative of PMO & Central Bank of the UAE
- **Management Systems:** Quality (ISO-9001), Environment (ISO 14001), Occupational Health & Safety (ISO 45001), Information Security (ISO 27001), Business Continuity (ISO 22301), and HACCP (Food Safety).
- **Business Process Management:** process mapping and development of Standard Operating Procedures in line with international management systems.
- **Customer Experience Management:** Voice of customer, customer feedback management, service quality, customer engagement - customer satisfaction surveys, mystery shopping surveys and brand health surveys.
- **Certified Green Belt Six Sigma** with proven expertise in lean methodologies, Process Improvements impacting customer experience, service delivery, & complaints management.
- **Organizational Leadership & Strategy Development:** Development & implementation of comprehensive TQM strategy & excellence framework for sustainable growth and competitive advantage.
- **Employee engagement & enablement:** Employee opinion surveys, Suggestion scheme, internal customer satisfaction surveys, Employee value proposition, employee well-being initiatives, etc.
- **Sustainability Management:** Sustainability performance measures and proven practices, ESG principles, CSR Programs, and sustainability reporting conforming GRI G4 standards.