



# MR. SUNIL THAWANI

## PROFILE

Sunil is a leading management professional with over 35 years of experience in TQM, business excellence (EFQM), corporate governance, strategy deployment, re engineering, six sigma, service excellence in diverse industries such as Government, Oil & Gas, Manufacturing, Services, Banking, Education, Social Housing, Healthcare etc. Sunil is an Engineer and an MBA.

He has successful track record of transforming/ building organizations which are highly customer focused, continually improving & differentiated in market place for excellence. He was trained in TQM, Reengineering, Malcolm Baldrige Award etc. in USA. He has been actively involved in UAE's Journey Towards Excellence since 1990s.

## PROFESSIONAL LEADERSHIP ROLES & RECOGNITIONS

- International Consultant – Quality & Excellence, United Nations
- Fellow, American Society for Quality (ASQ). 1st in GCC. (2009)
- Member of the Board, Dubai Quality Group, 2019-2021.
- Member of the Board, American Society for Quality, 2016-2017. 1st from MENA region.
- Recipient, ASQ Lancaster Medal, 2015, 1st in MENA in 30 years.
- CEO of Quality Indeed Consulting.
- Jury member, Dubai Quality Award, Sheikh Khalifa Excellence Award. Sr. Assessor & Team Leader, DQA/ SKEA (EFQM based)
- Author, Business Excellence Awards – Strategies for Winning"
- Addressed conferences locally, regionally & globally – UAE, Sweden, Mauritius, India, Indonesia, Azerbaijan, Bahrain, Nigeria, Hong Kong, Slovenia, etc.
- Invited by United Nations to participate in international conferences on public services, innovation, governance, UN SDGs 2030
- Champions United Nations Sustainable Development Goals 2030
- Regular visiting Faculty to several Universities - India & UAE.

## AREA OF EXPERTISE/ SKILLS

- Implemented Excellence frameworks like EFQM/ MRM/ UAE 4th Gen./ United Nations Public Services Award, ServQual etc.) in many organizations – Services, Health care, e-Gov, Real Estate, MEP, Education, Banking, Oil & Gas, Trading.
- Developed & implemented customer experience strategies, mapping customer journeys customer listening systems, service standards etc. to create highly customer focused organizations
- Helped organizations win prestigious awards like SKEA Gold, DQA, UNPSA, MRM, MRM Innovation, UAE 4th Generation
- Trained thousands of professionals in Excellence, Mgt. Systems, Service Excellence, Benchmarking, Customer service, BPM etc.
- Implemented ISO 9001/ 14001/ 10002/ 45001 / 31000/ 44001 etc. management systems & attain certifications
- Reengineered / Improved many processes / led BPR projects in many organizations to improve quality, delivery and reduce cost and time.
- Presented and published 50 + technical papers and case studies in journals & conferences. Many on Customer Experience, UN SDGs 2030, EFQM, ISO:9000 & BPM
- Honor of meeting Hon'ble Prime Minister of U.A.E, Hon'ble Prime Minister of India and several other Ministers of India, U.A.E., Ecuador, Lebanon, Slovenia etc.