



**Alan Betts**

## Recent Career History

**Dec 2000 to date      Managing Director of HT2 Ltd [www.ht2.org](http://www.ht2.org)**

Established Management Training Consultancies, designing and delivering “high tech and high touch” training solutions in the fields of Operations Management, Project Management and Leading and Managing People. Clients include Lloyds TSB, Warwick Business School, Grant Thornton, Coventry City Council, National Trust, Royal Bank of Scotland, Pearsons, Lester Aldridge Solicitors, Scottish Power, Barclays.

HT2 is a boutique elearning company based in Oxford developing innovative interactive learning experiences. Developed “web 2.0” products such as [www.opsman.org](http://www.opsman.org)

Adjunct Instructor and on-line tutor for Master’s students at University of San Diego

Associate Fellow – Operations Management Group, Warwick Business School

**Mar 2000 – Nov 2000      Warwick University Teaching Fellow**

Warwick Business School - designing and delivering executive courses. In addition designing and tutoring an on-line website for Social and Ethical Accounting

**1997 to 2000      Warwick University Senior Research Fellow**

Operations Management Group. Duties include Director NatWest Executive Courses; Lecturing on Undergraduate, MBA and Executive Courses, supervisor for MBA projects. Project Manager for the development of Web based Learning. Main research areas SPC, Six Sigma, Knowledge Management, Systems Thinking and Call Centre Operations.

**1995 – 1997      NatWest      Human Resource Advisor**

Responsible for 800 staff at 40 separate locations in Oxfordshire, Gloucestershire and Wiltshire. Developing and delivering customer focused solutions for HR problems. Particular focus on creation and implementation of leadership and teamwork programmes and the development of Action Learning sets.

**1992 – 1995      NatWest      Management Skills Tutor**

Projects include designing and delivering courses on leadership, teamwork, change, selection interviewing and counselling. Received best appraisal report in the college. Set up IMP open learning centre acting as personal tutor, course tutor and skills tutor.

**1991 – 1992      NatWest      Operations Manager**

Created performance culture, which saw the Branch become one of the top ten branches in the country.

## Qualifications

**Associate of the Chartered Institute of Bankers** – 1978-83 at Nottingham Trent Polytechnic

**Member of the Institute of Personnel and Development** – 1993-5 at Worcester College of Technology

**Master of Arts – Human Resource Management** – 1995-7 at Sunley Management Centre, Nene College Northampton

**Accredited as IPM (Now IPD) Course Tutor** – 1994

**Accredited as ACIB Tutor** 1986 –1991

**Accredited as Course Tutor for the Leadership Trust** – 1999

**Fellow of the Royal Society for the Arts** – elected 2005

**Visiting Professor University of San Diego**– 2005

**Associate Fellow, Operations Management Group, Warwick Business School** – 2008

**Studying EngD at Warwick University** – subject “World Class” 2008

## External Publications

**Managing Operations Processes: Principles and Practice 2005**– Text book for the MBA market in conjunction with Prof Nigel Slack. Published Nov 2005 Pearsons London, Second edition due 2008

**Call Centre Research programme – 2003/5** – Working in conjunction with Warwick Business School and Cranfield School of Management on a research project on the role of team leaders in call centres. To be published by Institute of Customer Service 2005

**“Delivering Service Excellence: The view from the front-line”** with Prof Bob Johnston published by Institute of Customer Service 2003

**“Control, Learning and Knowledge”** with Nigel Slack – Presented EUROMA Dublin 1998

**“In the Walls? Or can it walk”** with Hilary Bates and Nigel Slack – Presented POMS 1999

**“Fast Response Capacity Management in Services”** with Paul Walley – Presented EUROMA Venice 1999, published International Journal for Service Management Vol 11 Number 2 2000

**“Building a Self-Sustaining Knowledge System through Naïve Inquiry”** – with Nigel Slack – Presented internally to NatWest 1999.

## Work in Progress

**“More than a necessary evil”** – Book being written with Prof Slack and Prof Ahlstrom on the subject of Process Leadership