



Course Facilitator **Alan Power** MD, MPower (UK) Ltd.

A former Head of Quality Management at Lloyds Bank, UK, Alan Power today heads his independent consultancy. A veteran in the field of Quality Management and Business Excellence in UK's top ranked financial and services sector.

Alan, while at Lloyds Bank had developed a model for corporate leadership based on Quality Management which he describes as Leadership from the Head, Hands and Heart.

Alan Power first became aware of the Total Quality movement in 1986, while he was The Personnel Director at Mortgage Express, a UK home loans company. It was at this time that he launched his first Total Quality Management program.

As a result of the success of that program Alan was invited to set up a new company, TSB Homeloans, the home loans arm of TSB Bank, a UK retail bank. The company was established in Scotland during 1989 and Alan was General Manager until the merger of TSB Bank with Lloyds Bank in 1997.

During the period of Alan's tenure as General Manager TSB Homeloans won the following:

- Digital Quality Award (1993)
- Quality Scotland Prize for Business Excellence (1994)
- Quality Scotland Award for Business Excellence (1996)

In addition, Mortgage Express Ltd. won the British Quality Award in 1996. Prior to taking up his general management role Alan had some 20 years experience in senior roles in human resource development.

What delegates have said about Alan Power:

≈Mr. Power is very knowledgeable and has very good presentation techniques. It was a superb session and I have learnt a lot.Δ
Quality Assurance Specialist, Saudi Arabian Airlines

≈Impressive.Δ
Customer Service Officer, MTC Vodafone, Bahrain

≈Very informative.Δ
Quality Assurance Manager, Wescosa, Saudi Arabia

≈A course worth while.Δ
Technical Services Manager, Master Food ME, UAE

≈Alan is an excellent speaker with neatly crafted course material and presentation.Δ
Senior Business Analyst, Saudi Telecom

Local and International organizations which benefited from Alan's workshops



Pakistan State Oil



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