

20 Cannon St  
Worcester  
WR5 2ER  
01905 767266  
0775 4366737  
pwain@softquality.demon.co.uk



## Curriculum Vitae

### Profile

A seasoned Quality professional with over 18 years experience in systems and software development and quality management systems. Philip has a software engineering background in large-scale projects, and at all life cycle stages. He has particular expertise in quality in software, IT operations, manufacturing engineering design, and service industries. He is an experienced commercial trainer on quality and auditing. With 10 years as a third party auditor, Philip has had wide experience of UK industry, particularly defence, and has also audited in the USA, Europe and Japan. He has strong interpersonal skills, relating to staff at all levels. Philip is qualified in ISO 9000: 2000 and fully conversant with other related standards such as CMM, EFQM and IiP. Recently, he has had some experience of OHSAS 18000 and ISO 14001 and has just become registered to the ITIL certification scheme, BS 15000 through the IT Service Management Forum (ITSMF).



Philip has an MSc. in Computing Science and a degree in Politics & Economics. He is a member of the BCS, a Chartered IT Professional, a Fellow of the IQA and is also an IRCA registered Lead TickIT Auditor.

### Key Skills and Achievements

- **IRCA Registered Lead TickIT Auditor, (QMS 2000, reg. A005921)**
- **ITSMF Registered BS 15000 (ITIL) Assessor**
- **LRQA trained Commercial Tutor**
- **CMM Assessor**
- **IiP Evaluator**
- **Project management**
- **Software quality consultancy and process assessment**
- **Third party audit of multinational clients**

### Professional Experience

**2002 to date: Independent Quality and Process Consultant** offering companies assistance with quality improvement initiatives and preparation for certification including training of staff, assisting with process identification and definition, internal audit programmes. Philip also continues to operate as a third party quality auditor and trainer through Lloyds Register.

## Philip Wain - Resumé

### **1997 to 2002: Senior Manager - Systems and Software Engineering Centre, DERA Malvern (an agency of the MoD. Became QinetiQ in July 2001.)**

- Philip was the company's software process improvement manager responsible for the management and improvement of the Software Practices of the Business Management System, and, in this capacity, chaired the company wide software review board. This task included:
  - defining the structure of the standards and life cycle models which form the framework for software development.
  - agreeing methods and tools that were to be supported by the company and determine the extent of that support.
  - agreeing suitable on-going services to support the practices effectively, including the training and education programme, mentor support, knowledge/experience sharing mechanisms, and electronic information services.
  - delivering parts of the training programme on the software practices as defined above.
- He was also the SEC quality manager, responsible for the implementation and co-ordination of the company quality policy on behalf of the department's Director. After the Agency changed its status in 2001, Phil became the Technical Assurance Group manager, reporting to the Technical Director whilst retaining the Quality Manager role for the SEC.
- Between 1999 and 2002 he was the line manager for a number of small business service teams including a group of full time auditors providing a competitive and commercial audit service to other internal divisions, a team of safety specialist consultants, a team of systems engineering consultants, and a small group of trainers in a variety of engineering disciplines. During that time, Philip was also the deputy Business Group Manager for the Systems Consultancy Business Group, about 100 professional consultants.

### **1993 – 1997: Lead QA Assessor (TickIT), Lloyds Register Quality Assurance Ltd.**

- Responsible for assessing customers' Quality Management Systems to ISO 9001 under the TickIT sector scheme. Responsible for conduct of the audits including the management of auditor teams. Induction training and supervision of new auditors. Developed and delivered commercially, training products concerning audit and quality improvement. Co-ordination of multi-site corporate clients. Technical support to sales and account managers.

### **1991 – 1993: Design Integrity Analyst, Bass Taverns Ltd.**

- Developing quality management procedures for software development and IT operations. Quality, training consultancy and audits for projects and IT Operations. Responsible for assisting operations staff in achieving ISO 9001 for the Data Centre. Quality representative on the Checkout project, implementing EPOS terminals into the company's 2000 pubs. (The largest such implementation in Europe at the time.)

### **1989 – 1991: Business Analyst/Quality Manager/Technical Publications Manager, Kalamazoo Computer Group plc.**

- Reporting to the Managing Director, implementing a software quality management system to ISO 9001. Also Technical Publications Manager responsible for four technical authors.

### **1987 – 1989: Software Consultant, Logica Finance Ltd.**

- Software engineering activities including requirements analysis, programming, Verification Validation & Test and configuration management on projects for financial institutions including merchant banks, clearing banks and stock exchanges.

### **1986 – 1986: Analyst Programmer, Davros Computer Systems (Six month Contract)**

- developed a retail POS system for small retail engines spares company.

## Philip Wain - Resumé

### Key Training/Education:

2004	ITSMF Registered BS 15000 Auditor's Course	ITSMF through LRQA Ltd.
2001	ISO 9000: 2000 5 day IRCA Registered Lead TickIT Auditor's course	LRQA Ltd.
2000	Process Analysis and Mapping	Vanguard Consulting
1999	Effective Selection and Recruitment skills	DERA
1998	BS 7799, Information Security Management	Echelon Consulting ltd.
1998	Trained Evaluator - Investors in People	Crane Davies
1998	CMM SEI Assessment team member training	DERA SEC
1998	Business Process Improvement & the Balanced Scorecard	Logica plc
1996	Business Management and Systems course	Coventry University Business School
1996	5 day Trainer training course	LRQA Ltd.
1995	Safety Critical Systems Management	Imperial College London.
1992	5 day TickIT Lead Auditor	Gilbert Associates
1987	Msc Computing Science,	Staffordshire University
1980	BA Hons. (II-ii)	Keele University

### Professional Bodies

Member of the British Computer Society

Fellow of the Institute of Quality Assurance

### Papers Published

ISO 9000 as a Process Improvement Tool. – Conference paper, presented at EuroSPI, Limerick 2001 and included in Conference proceedings.

### Family & Interests

Philip lives in Worcester. He is a keen photographer and Science Fiction enthusiast and, as an Archer, occasionally likes to shoot arrows at “bosses”.

### References

Trevor Rickard, Chief Consultant, Woodward A006, QinetiQ ltd, Malvern Technology Park, St Andrews Road, Malvern, Worcs WR14 3PS

Robert England, General Manager, Optronic Products, QinetiQ ltd, Malvern Technology Park, St Andrews Road, Malvern, Worcs WR14 3PS