


HANSEL SERRAO

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Who am I?

Business Systems Executive & Consultant with over **20 years'** experience in developing, training, auditing & improving **quality, safety & environment management systems, business processes and software** applications.

My objective is to help organisations achieve their **goals** using:

- **Processes, Audits & I.T. Systems** that are a joy to use.
 - **Training** that is meaningful and engaging.
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Competencies

- **Leadership** – Led teams (from 2 to 15 members) in management & executive roles across the business systems and technology domains.
- **Business Processes & IT Systems** – ISO 9001, TS 16949, ISO 45001, ISO 14001 – business process documentation (mapping with flowcharts, swimlanes, BPMN), process improvement, training & internal auditing.
Working knowledge of ISO 50001 and ISO 31000.
Identification and delivery of digital tools to support processes.
- **Product & Process Management** – application of lean methodologies and good engineering frameworks for product and process design and development.
- **Instructional Design & Training** – development & delivery of training (including e-learning) that is meaningful & memorable.
- **Project Management** – for Software projects, using scrum / agile and including related business analysis & testing.
- **SharePoint, Power Apps and Power Automate** – development of cost-effective solutions.
- **Business Intelligence** – identification of effective KPIs and development of management dashboards on the Power BI platform.
- **Strategy & Innovation Management** – application of strategy creation and execution tools, idea management & innovation frameworks.



Experience & Achievements

Principal Consultant

Practical Processes – Management Systems Consultancy (self-owned business)

2018 to Current.



Clients & Achievements

★ Royal Australian Navy (contracted work from Deloitte)

- Development & delivery of training modules for a major engineering systems upgrade.
- Development of user guides and training videos for the above upgrade.

★ CFMEU (contracted work from Fresche Solutions)

- Development of user guides and training videos for a software upgrade project.
- Development of a Power App. (with a SharePoint back-end) for ease of end user access to above user guides and training videos.

★ RSPCA - VIC (contracted work from Vertic)

- Project management for Salesforce development for donation management.
- Development of user guides and training videos.
- Design and delivery of training for end users.

★ Industry Capability Network (ICN)

- Project management for several software upgrades on the Salesforce platform.
- Design and delivery of training for internal ICN staff and Victorian Government agencies and suppliers.

★ Spee3d

- Development of KPI reports & dashboards on Power B.I. and SharePoint for the executive team.
- Development of user guides for end users.

★ Redemption Church

- Identification and rollout of digital technologies and related end user training for Power Apps, SharePoint and WordPress Website.
- I.T. systems support.

Global Business Systems Manager

ANCA Pty Ltd - A Global Design, Manufacturing & Technology Driven Company

2012 to 2018



Responsibilities

- Executive responsibility for managing, improving & auditing the ANCA Group of company's quality management systems (ISO 9001), business processes and I.T. systems.
- Delivery of transformational projects related to business processes, systems & I.T.



Achievements

- **Business & Quality Systems** – Executive oversight of multiple application improvement projects.
 - Introduced a Quality Management Platform; to integrate the quality management and engineering systems (Quickbase).
 - Led the upgrade to an improved intranet on SharePoint.
 - Introduced a Learning Management System (LMS 365).
 - Led the rollout of a Product Management Platform (Aha); to enable effective idea & innovation management.
 - Executive oversight of upgrades to the PLM, ERP and CRM systems.
- **Lean Thinking Training** – developed & delivered “Lean Thinking” training modules (jointly with the GM - Operations), across the ANCA group of companies in Australia, China, Germany and the USA.
- **E-Learning** – developed & rolled out an e-learning course on the General Data Protection Regulations (GDPR), on a new e-learning platform (LMS 365).
- **ISO 9001 & GDPR External Compliance** – Led the internal audits and upgrade to ISO 9001:2015 & compliance with the new General Data Protection Regulations (GDPR) for Europe.
- **Business Processes Mapping & Improvement:**
 - Business process documentation (mapping with flowcharts, swimlanes, BPMN) both current state and future state. Some examples are below.
 - Led a team that rehailed the entire end-to end new product development process to improve time-to-market and new product quality.
 - Streamlined the corrective action process and directly linked it to the engineering change management process. This eliminated double entry and sped up the end-to-end process.

Group Quality Systems Manager

Futuris Automotive - A Global Design & Manufacturing Tier 1 Automotive Company (supplier to Ford, Holden, Toyota)

2003 to 2011



Responsibilities

- Management responsibility for the development, documentation, training, auditing and improvement of the company's Quality, Environment and Safety Management Systems.
- Training on processes and systems.
- Document and knowledge management.
- Strategy & KPI management support.



Achievements

- Developed & managed the rollout of a balanced scorecard system for strategy and KPI management.
- Developed from scratch (greenfield site) and maintained (via. internal audits and reviews) the management systems for:
 - Quality – TS 16949 / ISO 9001 – the Campbellfield site was one of the first sites in Australia to achieve TS 16949 in 2003.
 - Environment – ISO 14001.
 - Safety – AS 4801.
- Business Process Improvement – drove improvements to the corrective action, change management, audit and calibration management processes via. business process mapping and using best practices.
- Introduced Cloud Applications – for the management of corrective actions, audits, calibration, training, competency, equipment maintenance & KPI dashboards.

Principal Consultant for ISO 9001

G.S. Savnal & Associates - A Management Systems Consulting Company

1999 to 2003



Responsibilities

- Implementing ISO 9001 quality management systems at client organisations.
- Internal and external audit management at client sites.



Achievements

- **Implemented ISO9001 Quality Management Systems** in several service and manufacturing organisations.
- **Industry sectors where ISO 9001 was implemented** included banking, finance, health care (hospitals and an IVF clinic), defence (Indian Naval Dockyard), construction, trading, software and manufacturing.

Quality & Information Systems Manager

Skip Plastics Ltd – An Injection Moulding Manufacturer

1996 to 1999



Responsibilities

- Implementing, maintaining and improving the ISO 9001 quality management system.
- Ensuring timely collection, reporting & analysis of performance data.



Achievements

- Implemented the ISO 9001 quality management system from scratch.
- Implemented the U.L. certification system for injection moulded plastics.



Education / Certifications

- **B.E. (Production Engineering)**
University of Mumbai / Bombay
Mumbai, India – 1994

Strategy & Systems Related:

- **Certified Balanced Scorecard Professional (BSP)**
George Washington University
Washington D.C. – 2012
- **Lead Auditor Quality Management Systems**
ISO 9001
Lloyds Register – U.K. - 1996
- **How to Implement ISO 14001:2015 in your Organisation**
David Inman, FRICS CEnv – 2024.
- **ISO 45001 Occupational Health and Safety**
HSEBox – 2024.
- **How to Implement ISO 50001:2018 in your Organisation**
David Inman, FRICS CEnv – 2025.

Learning & Development Related:

- **How to Create an Online Course**
The University of Edinburgh – 2023.
- **Components of Effective Learning**
Michael Allen – 2023.
- **Designing the Learner's Journey**
Michael Allen – 2023.
- **Instructional Design Essentials**
Joe Pulichino – 2023.

- **Agile Instructional Design**
Richard Sites – 2023.
- **E-Learning Gamification with Storyline**
Johnny Hamilton – 2017.
- **Learn Articulate Storyline 360 from Scratch**
Prashant Gupta – 2017.

I.T. Related:

- **Cisco Networking Basics** – Cisco - 2023.
- **Graphic Design** - Principles + Practices for great User Interface Design -
Joe Natoli – 2021.
- **Adobe Creative Cloud** – Adobe Premier Pro, Illustrator.



Interests & Activities

- Reading.
- Table tennis.
- Tinkering with technology.
- Pokemon card & computer gaming.



Referees

- Can be provided on request.