



Newly Elected NOA Council Will Steer Strategic Vision for UK Outsourcing

Representatives from Zurich Insurance, Centrica & Egypt’s ITIDA all feature as new additions to the 2016 NOA Council

The National Outsourcing Association (NOA) has announced a new NOA Council, the body responsible for shaping the strategic focus of the NOA, and delivering their vision which will help to grow and shape the UK outsourcing industry in 2016 as well as improve the positive reputation of outsourcing globally.

The NOA Council is voted in by the NOA membership, which comprises of 350+ companies across the entire outsourcing industry. Each individual has been elected off the back of a proposed manifesto, in which they outline their objectives and vision for all aspects of outsourcing in 2016 and beyond. Manifesto subjects include:

- Moving robotic process automation (RPA) from hype to reality [Symphony Ventures]
- Governance in digital ecosystem partnerships [Avasant]
- Best practice standards and corporate accreditation [BBC]

The Council, who participate on a voluntary basis, includes buyers, service providers, advisors and consultants working across the outsourcing industry. They meet officially for the first time on Monday 14th March to determine a framework for how their visions and manifesto objectives will be delivered throughout 2016.

Kerry Hallard, CEO of the NOA, commented: *“I am extremely pleased with the broad representation and sheer depth of experience present within this year’s NOA Council. The newly appointed representatives will be integral to the delivery of the NOA’s future strategy, furthering our efforts to professionalise the industry and strengthen the UK’s future as the strategic global hub of outsourcing. My thanks go out to last year’s Council for their valuable contributions during 2015.”*

The newly elected NOA Council:

Name	Job title	Organisation	Manifesto subject
POSITION = Chairman			
Christopher Day	Head of Outsource Management	Phoenix Group	n/a
POSITION = Buyside - Public Sector			
Jim Hemmington	Director of Procurement	BBC	Best practice standards & corporate accreditation
POSITION = Buyside – Large			
Darren McKnight	Head of Outsource Services	Ulster Bank	The impact of regulation on outsourcing in the BFSI sector

Richard Mills	Head of UK Outsourcing, Supplier Management	Zurich	Robotic Process Automation: A buyer perspective
Jonathan Nicholas	Head of Procurement - Customer Operations	Centrica	The evolution of outsourcing and its dilemmas

POSITION = Supplier - Large ITO			
Sushma Rauopalan	CEO & MD	ITC Infotech	Making IT outsourcing companies future-ready
Danny Williams	Chief Innovation Officer – Global Technology Services	IBM UK Ltd	Driving innovation through outsourcing

POSITION = Supplier - Large BPO			
Shirley Branagh	Training and Business Development Director	Capita	Building global recognition and appreciation of the sector's skills and career paths, through the development of an industry standard qualification framework
Declan Maguire	General Manager Europe – Operations and Client Services	Conduit Global	Addressing the UK outsourcing sector's needs in 2016 and beyond

POSITION = Supplier - SME			
Jason Barrett	VP Business Development	PROARCH	Distributed Agile for the digital age (DADA)
Steve Jackson	Group COO and Chairman - Technology Outsourcing	Xoomworks	Best practice around key issues in buyer/ supplier relationships

POSITION = Advisor - Legal			
John Crozier	Global Head of Outsourcing	Linklaters	Evolving outsourcing: stronger relationships, greater agility

POSITION = Advisor - Consultant			
Joanna Page	Director	KPMG	Outsourcing in 2020 - the next level of detail
Adrian Quayle	Managing Partner Europe	Avasant Ltd	Governance in digital ecosystem partnerships

POSITION = Open			
Andrew Burgess	Director	Symphony Ventures	Moving robotic process automation from hype to reality
Juan Crosby	Partner	PwC Legal	Optimising the transaction process
Mohammed Fathy	Director, Investment & International Business Development	ITIDA	Building synergies and developing opportunities across EMEA
Constanze Nuesperling	Global Process Owner Hire-to-Retire	Clariant	Value realisation from outsourcing partnerships - achievement of the business case

POSITION = NOA team			
Martyn Hart	Founder	National Outsourcing Association	n/a
Kerry Hallard	CEO	National Outsourcing Association	n/a

Chris Halward	Director of Professional Development	National Outsourcing Association	n/a
Tom Quigley	Marketing Director	National Outsourcing Association	n/a

ENDS

MEDIA ENQUIRIES

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Kerry Hallard, CEO of the NOA, is available for interview – please contact Jeremy Coward.