

**David Steel**  
**Senior Project & Programme Manager**

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**Date of birth:** 20 December 1961



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**PROFILE**

David Steel is a senior project and programme manager with over 25 years' experience delivering challenging business change and technology implementation programmes across a broad range of industries in many countries. David's most recent engagements have focused on successful definition and implementation of change programmes in the utility, media, finance and technology sectors; where success depended on reconciling the different needs of a broad range of stakeholders. He brings to clients the ability to manage large multi-disciplinary teams to deliver complex programmes against real deadlines.

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**HIGHLIGHTS FROM WORK EXPERIENCE**

**Change & Business Transformation**

- Definition and implementation of Thames Water's SAP WAMI Project, to deliver significant business benefits in the areas of work, asset management and information
- Definition and delivery of Thomson Reuters' Customer Service Programmes, targeted at improving customer satisfaction across the complete range of markets and products
- Definition and delivery of Thames Water's STEP Programme, a change programme to transform, through process excellence, Thames into the 'leading UK water company'
- Design of a new organisation structure and ways of working to facilitate improvements in Energis' delivery of service and products to its customers
- Delivery of a feasibility study for the 20-year development of Heathrow's transfer baggage system, including the impact of Terminal 5.

**Project & Programme Management**

- Managing the definition and delivery of a broad range of IT and change projects through Thames Water's IS Operations Programme
- Managing the testing and commissioning of a new automated baggage system at Denver International Airport
- Defining and delivering the offshore migration of Reuters' service reporting function
- Defining and managing the project controls for implementing Siemens' new mobile network for the Czech Republic
- Managing the activities of a broad financial and technical consortium to deliver Phase 1 of the privatisation of Türk Telekom.