

ALAN DUNBAR: DEFINING CLARITY FROM OPERATIONAL CHAOS

CONTINUOUS IMPROVEMENT LEAD | CHANGE MANAGEMENT |
DATA-DRIVEN TRANSFORMATION

14 Years of Measurable Impact and Operational Excellence

70%

Reduction in processing defects via AI-enabled tools and workflow redesign.

>£2m

Regulatory penalties (OFCOM/GDPR) safeguarded through automated controls.

15+ Hours

Time recovered per week for value-add analysis by eliminating manual, low-value tasks.

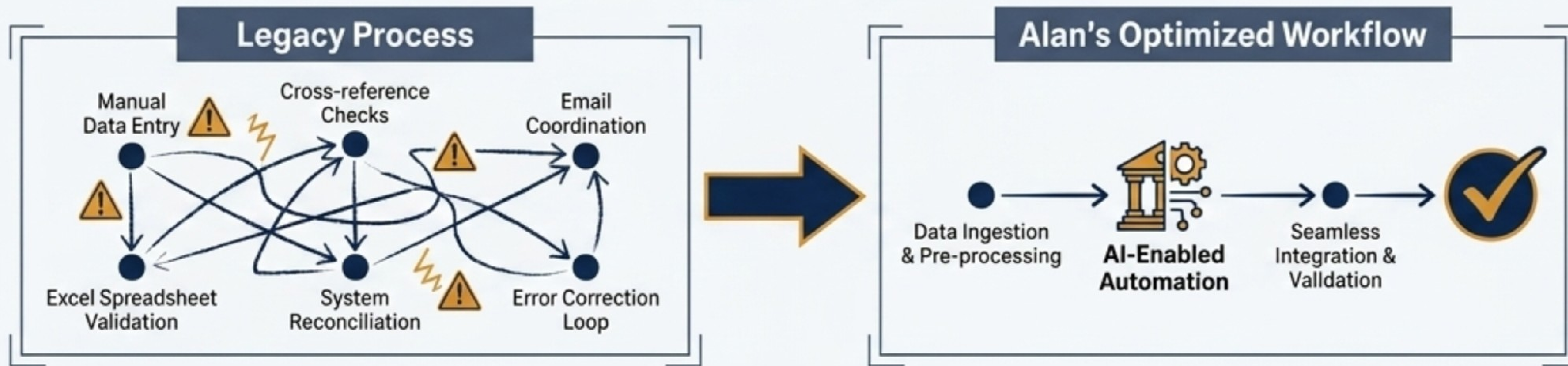
10

Phased system migrations successfully coordinated with 100% data validity.

The Automation Catalyst: De-Risking Migrations at People's Postcode Lottery

Data Manager | Nov 2022 – Jan 2024

Before & After



The Migration Bridge



Key Results:

Reduced processing defects by **70%** from day one.

Coordinated **10 phased** system migrations using precise process mapping.

Upskilled a **5-person** analyst team using a standardized CI capability framework.

The Visibility Architect: Unifying Decision-Making for Local Government

Senior Change & Delivery Officer | Oct 2021 – Nov 2022



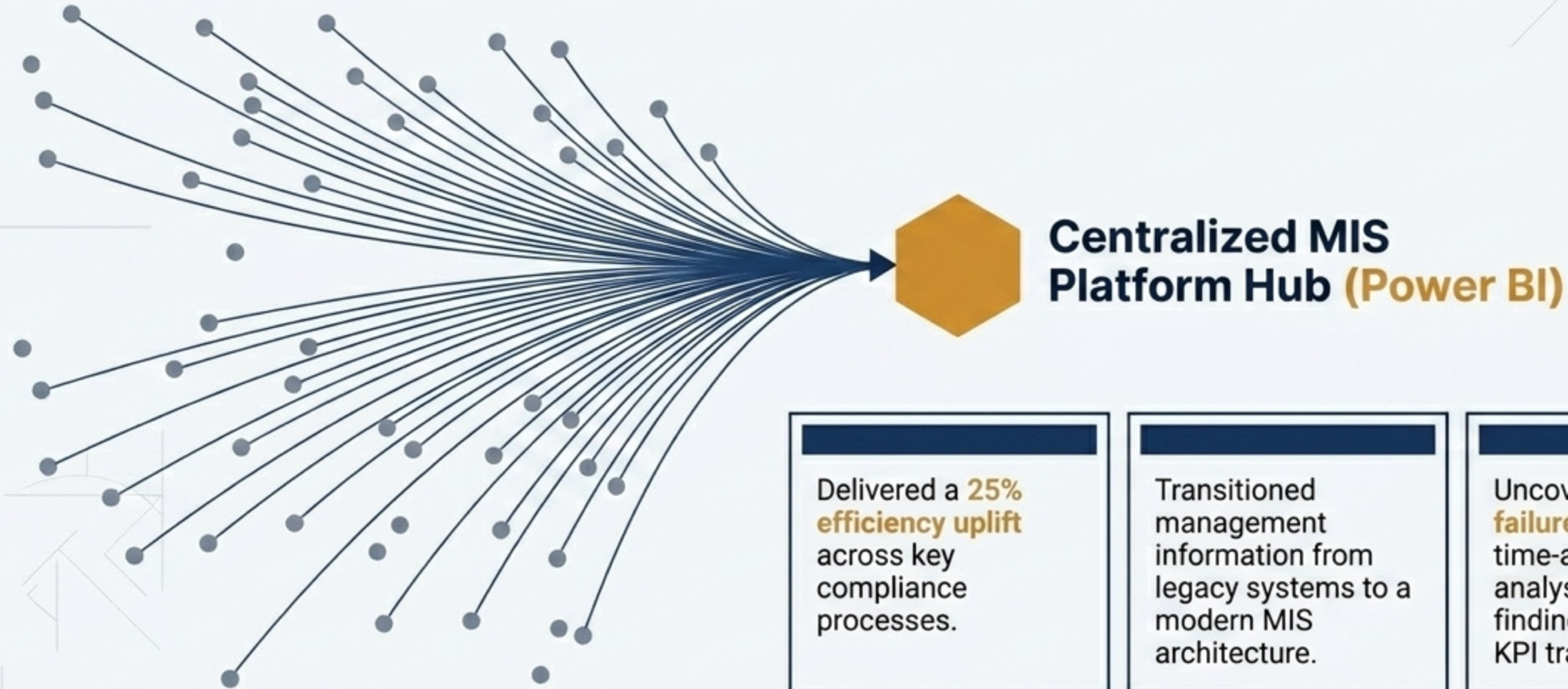
Designed a revised **Performance Framework** mapping clear public policy benchmarks.

Eliminated manual reporting waste, dramatically speeding up evidence-based decisions for directors.

Drove **stakeholder adoption** using **Kotter/ADKAR** principles, ensuring sustained usage of new KPIs.

The Standardization Engine: Unifying Compliance Across 77 Custodial Sites

Data Compliance Manager | Sep 2019 – Mar 2020



The Risk Mitigator: Safeguarding £2M in Regulatory Exposure at Three UK

Channel Operations Analyst | Sep 2013 – Jun 2017

Acted as primary SME for a massive multi-channel CRM rollout.

Designed UAT, best-practice workflows, and training for 300+ offshore agents.

Generated an estimated **15% OPEX reduction** through automated data quality controls.

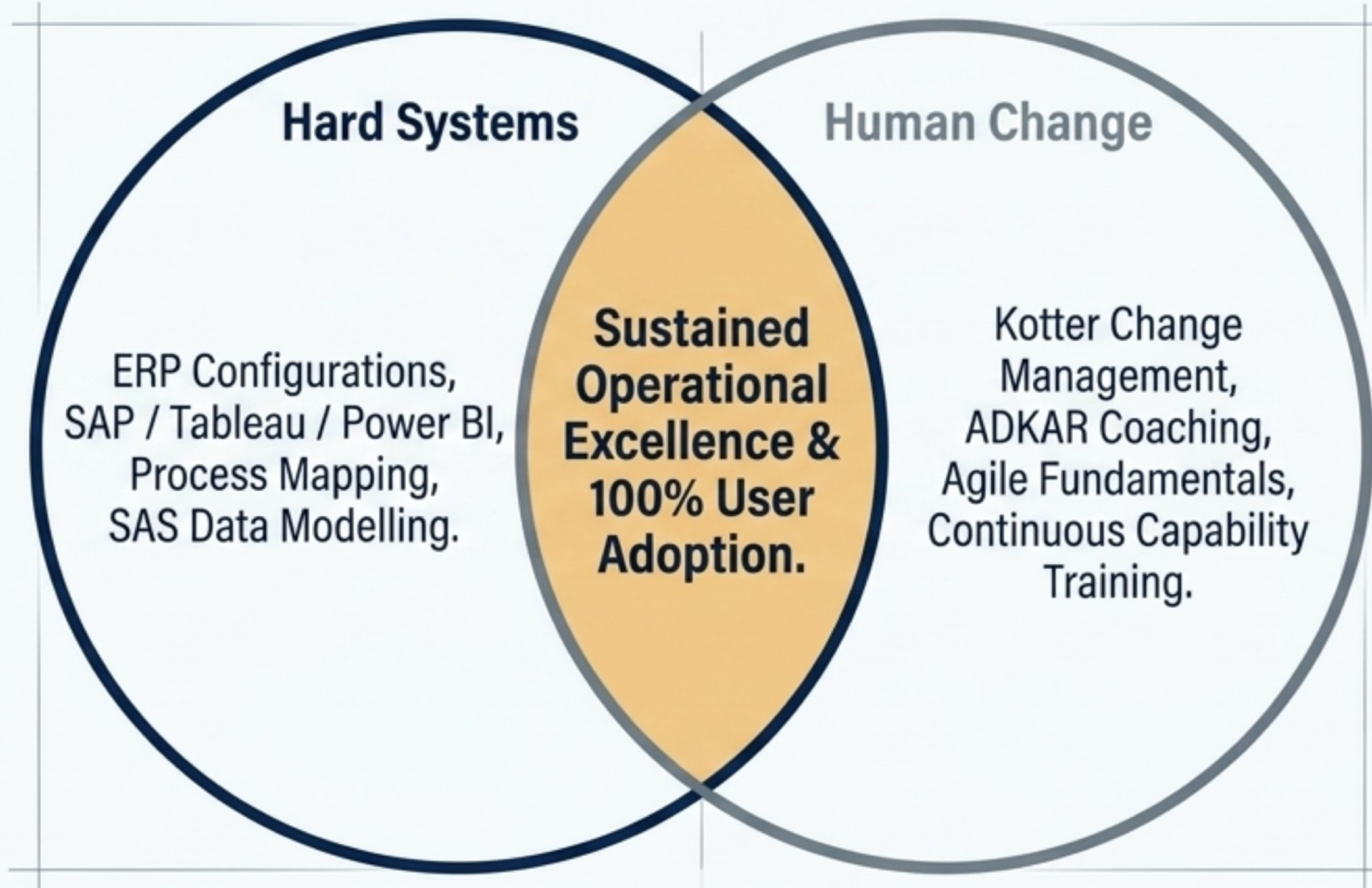


A Universal Framework That Adapts Across Complex Sectors

Sector & Organization	The Core Friction	Alan's Intervention & Change Model	Measurable ROI
Charity - People's Postcode Lottery	Fragmented Data & Manual Tasks	AI Automation, Migration Roadmaps, ADKAR Coaching	70% Defect Drop, 15 hrs/wk saved.
Government - Edinburgh Council	Siloed Performance Visibility	SAP/Tableau Dashboard Architecture, Kotter Strategies	Unified Executive View & Faster Decisions.
Corrections - GEOAmey	Inconsistent Compliance (77 Sites)	Time/Motion Analysis, MIS Transition, PDCA Cycles	25% Efficiency Uplift.
Telecom - Three UK	High Regulatory Exposure	SAS Analytics Automated Controls, UAT & Agent Training	£2m+ Penalties Avoided.

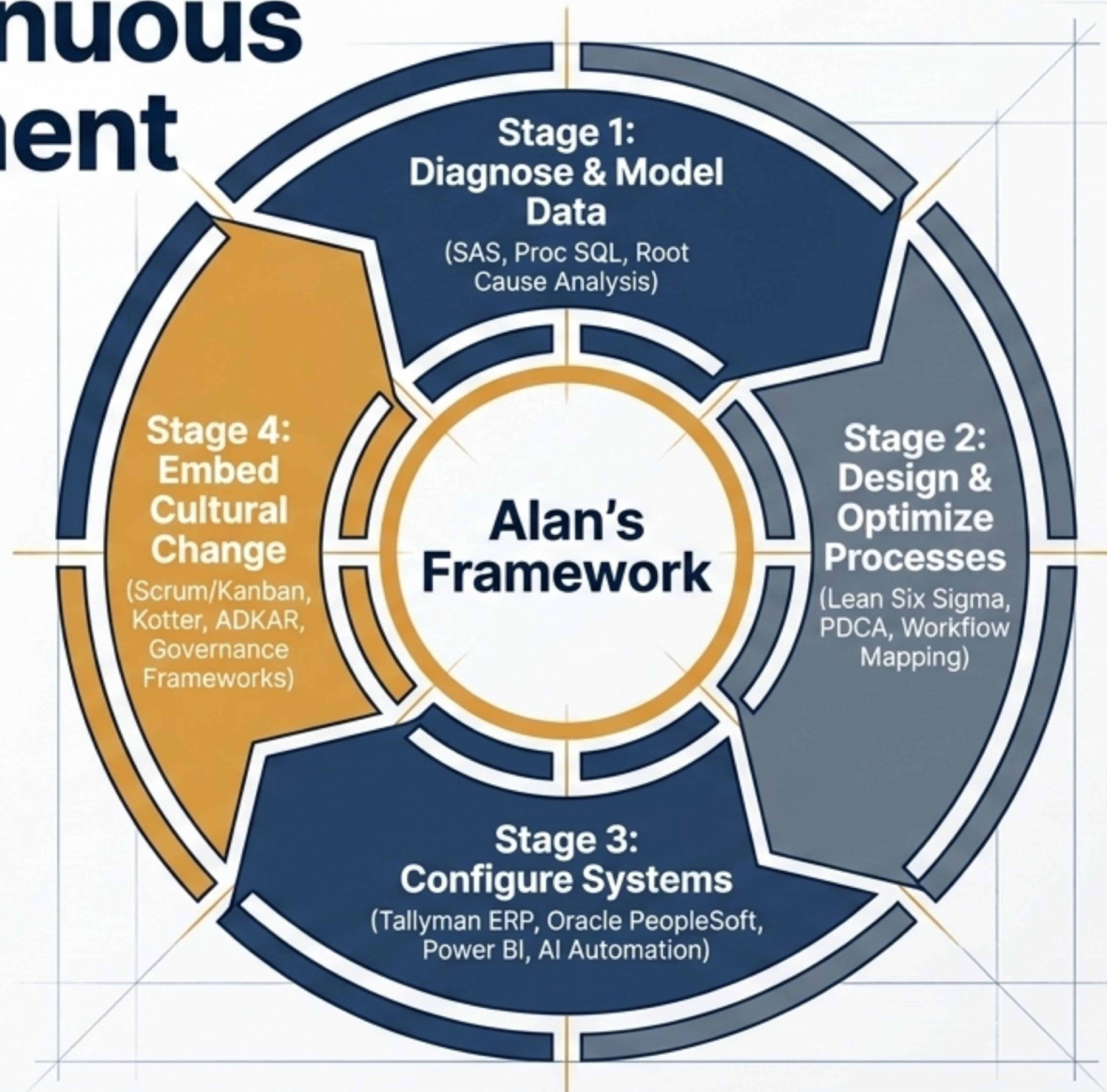
The Missing Link in Digital Transformation: The Human Element

Why 70% defect reduction requires more than just new tools.



System migrations fail when they focus strictly on the software. True continuous improvement happens only when robust data architecture meets intentional stakeholder development.

The Continuous Improvement Flywheel

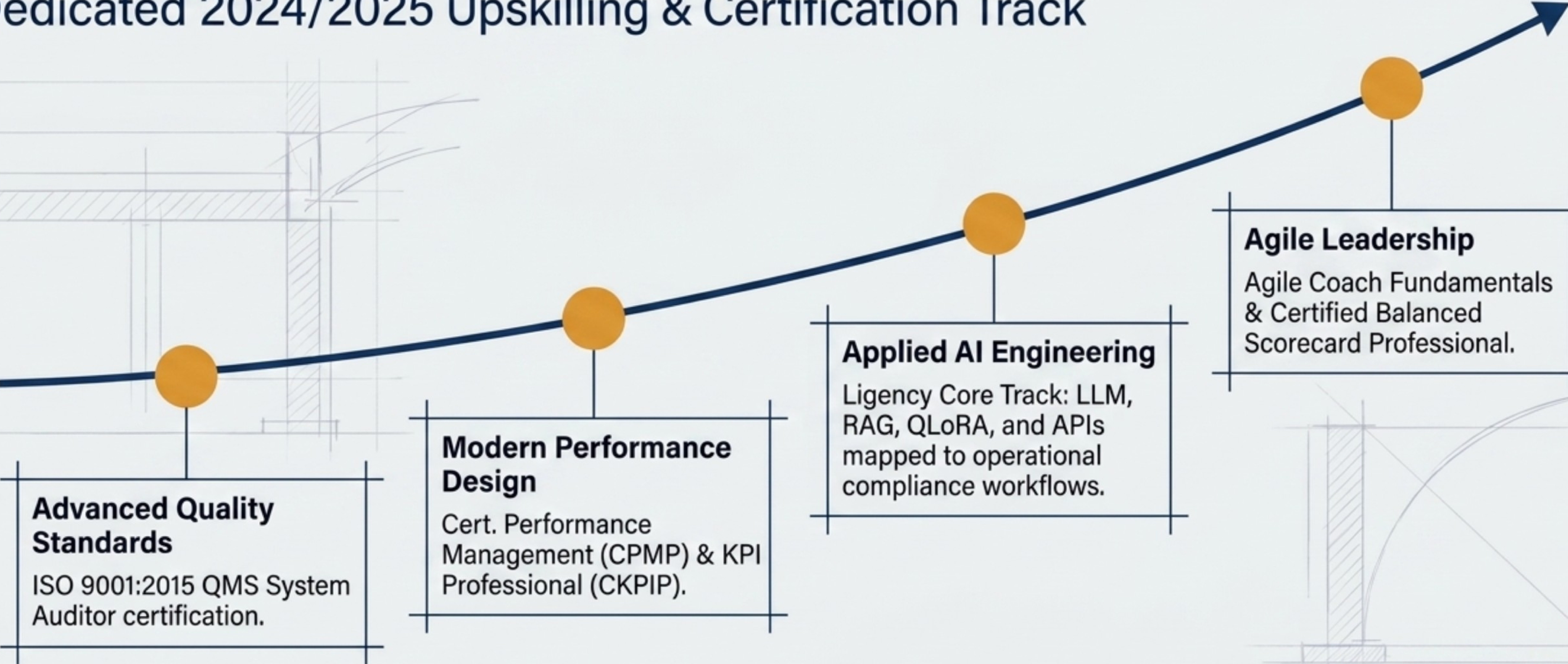


A proprietary fusion of Lean Agile delivery, rigorous data governance (DAMA-DMBOK), and empathetic change management.

Anticipating the Next Frontier in Operational Excellence

“Leveraging the latest in AI and structural performance design to stay ahead of the curve in continuous improvement methodologies.”

Dedicated 2024/2025 Upskilling & Certification Track





Ready to Engineer Your Next Transformation.

Seeking a Continuous Improvement Lead role to align day-to-day operations with strategic ERP objectives.



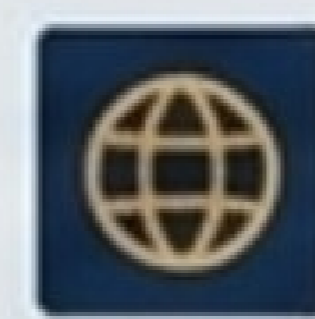
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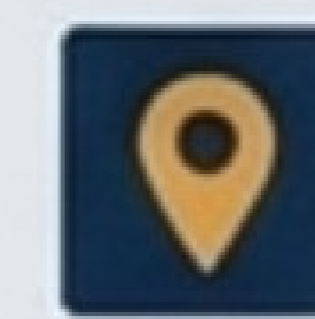
Portfolio/Web:

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LinkedIn:

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Location:

Edinburgh, Scotland