

Mark Faulkner, Improvement Advisor

Career Overview

After graduating in Biological Sciences from Edinburgh University and a further two years in a research project at Reading University, I joined the Beecham Pharmaceutical Quality Assurance team on the Worthing site in West Sussex. Experience was gained through various sterile/oral production and development roles & moving from technical to more leadership roles in the process. The last GlaxoSmithKline role was that of a Lean Sigma Expert, located within the respiratory and tablet manufacturing site in Hertfordshire.

After a brief interlude as the co-owner of a small business in East Lothian, I joined the Michelin tyre manufacturing site here in Dundee as an Industrial Engineer. There then followed a series of more short term, contract roles fulfilling Process/Continuous Improvement requirements in a range of business sectors (e.g. Financial Services, Learning & Development, Facility Fire & Safety services within the Oil & Gas industry). Latterly, I joined the Perth & Kinross Health & Social Care Partnership as a Business Improvement Officer, which has led onto this current role with the NHS (Tayside) Improvement Academy.

All businesses & organisations should be striving for the same objective (i.e. excellent customer service, to the required safety, quality & cost profiles) in their own particular business/service sector. The only way to achieve and sustain this objective is by engaging and aligning front line teams along the customer value pathway and using their knowledge & experience to continually improve what they do. Key to this is a leadership style based on process ownership combined with facilitation & coaching skills. I've enjoyed championing this approach in all the improvement roles I've been fortunate enough to work in.

The current role here in NHS (Tayside) is no exception!

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