

GRAEME HAMILTON SYKES

Managing Director Q M Services Ltd

SUMMARY

I've worked with some inspiring people and been part of strategic "think tanks" to develop new strategies and implement organizational change to meet new customer needs. It sounds grandiose but it hasn't always worked out!

Life is not always easy. Timing and training are critical. The political landscape changes, environmental crisis occur and the management or governance teams may not be on the same page. Any of these can lead to frustration and failure.

I believe God gave us a brain to use and that "whatever the mind of man or woman can conceive and believe can achieve...with the help of God!"

I bring a unique set of skills drawn from my late wife and family events, diversified commercial experiences, sport and involvement with young people. Work experience included product, service and business development, strategic planning, marketing, customer research, competitive analysis, pricing, administration, general management and governance. This experience has been drawn from public & private businesses, local government, SME's and non-profit organisations.

I have been operating my own consulting service, Q M Services Ltd for the past 20 years, completing a number of assignments in between personal employment contracts.

Board member of Dunedin Ice Sports and building the new ice rink in Dunedin that opened in 2004.

OBJECTIVE

- To help an organisation reinvent itself to provide a better customer experience.
- To be either a coach or manager through a transition or change.
- To help develop an exit strategy for existing leaders.
- To assist someone who has a critical illness who needs support to heal.

Areas of interest

- Theory U: Leading from the future as it emerges. "Otto Scharmer shows how groups and organisations can create a future that would not otherwise be possible." (Theory U PDF).
- Rock climbing, "The Rock Warrior's Way" by Arno Ilgner
- The power of prayer, "The Grace Outpouring" by Roy Godwin & Dave Roberts.
- Golf & gardening
- Community wellness

RECENT CAREER HISTORY

- **Manager Anglican Diocese of Otago and Southland.** March 2013 to Nov 2015.
- **Took care of my wife through a terminal illness.** August 2010 to Jan 2013. Witnessed the power of the brain to heal itself.
- **Business Development Manager Puke Ariki.** 2007 to 2010. Developed programs that attracted commercial funding that delivered benefits for the sponsor and council to be an award winning community facility.

- **Board member Dunedin Ice Sports.** 2001 to 2006.
- **Managing Director Q M Services Ltd.** 1997 – 2016
 - Glass Earth a gold exploration business on land access agreements around Rotorua volcanic region. April to June 2007.
 - Otago Chamber of Commerce, course facilitator for “Introduction to exporting.” 2005.
 - CKI New Zealand Ltd: trading as Gondwana 2001 to 2006.
 - Hosted education delegation to China 2000 to 2001.
 - Maitua paper mill report on paper pricing strategies, 1999.
 - Signature Travel 1998 Customer satisfaction surveys.
 - Firth Industries to complete competitive analysis report for ready mixed concrete business in the South Island 1998.
 - Contracted for distribution, sales and marketing assignments for Kaye Kaye Kitchen and Bengel Gold fruit juices. 1997 to 1999.
- **General Manager Quality Bakers** bread & pie bakeries Dunedin & Oamaru 1995 - 1997
- **Marketing Manager Montana Wines NZ Ltd** 1993-95, Auckland
- **Sales & Marketing Manager ENZA Products** (NZ Apple & Pear Board) 1988-93, Auckland
- **Managing Director CONDOR AGENCIES LTD 1987-88**, Auckland
- **Director Consumer Marketing Johnson Wax NZ Ltd** 1984-87, Auckland
- **Marketing Manager Biscuits Griffin & Sons Ltd** 1982 -1984, Wellington
- **Group Marketing Manager Premier Milling** 1980-82, Port Elizabeth
- **Marketing Manager Pyotts Biscuits** 1976-80, Port Elizabeth
- **Product Manager Griffins 1973-75**, Wellington

MEMBERSHIPS

Otago Golf Club
 Parishioner St Johns Parish Roslyn
 Vestryman 2002 -06

PAST MEMBERSHIPS

Board member Dunedin Ice sports 2002 to 2006
 President Dunedin Ice Hockey Association 2000 to 2006
 Chamber of Commerce

EDUCATION:

The University of Otago

Advanced Business Program 1997 – 1999
 Project on customer satisfaction methodologies in service industries
 Diploma Business Administration (Dba)

Victoria University 1970-74

Bachelor Commerce and Administration

New Plymouth Boys High School 1964 – 69

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