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*Incorporating Olympic Communicators
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BOB CONGDON

Since joining HEWLETT PACKARD COMPANY 25 years ago, BOB has held senior support management positions in AUSTRALIA, INDIA, RUSSIA, and SINGAPORE. His focus has been on structuring, managing and developing the company's Professional Services and Support operations to meet the ever-changing requirements of the IT SUPPORT environment.

BOB currently manages the ASIA PACIFIC MATERIAL DELIVERY UNIT; the supply arm of HEWLETT PACKARD'S SUPPORT operations in this region.

At present BOB is leading a team working on strategies and projects designed to improve the availability and reduce the cost of the material supply chain for support operations throughout the ASIA PACIFIC region. Major gains have been made through re-engineering the support material supply and refurbishment processes to reflect new supply strategies and consumption patterns.

Prior to joining HEWLETT PACKARD BOB worked as a Rand D engineer in the defence industry. He later entered the IT Industry working as technical support engineer.

With over 40 years of experience in the electronics and Information technology industries, Bob has developed a wide range of skills in the marketing, management, and delivery of specialist electronic engineering services.

His consultancy can be called upon to assist and advise you in:

- ◆ Customer loyalty programs
- ◆ Services marketing
- ◆ Strategies and structure for services operations
- ◆ Quality management
- ◆ Corporate culture development
- ◆ Supply chain strategies
- ◆ Staff development
- ◆ Outsourcing services

BOB recently retired from the Hewlett Packard Company after 25 years of service. During this time he has held senior support management positions in AUSTRALIA, INDIA, RUSSIA, and SINGAPORE. His focus has been on structuring, managing and developing the company's Professional Services and Support operations to meet the ever changing and differing requirements of the IT support environment in various parts of the world.

Recently BOB lead a team that implemented strategies and projects that improved the availability and reduced the cost of the support parts in the ASIA PACIFIC region. Major gains were made through re-engineering support material supply and refurbishment processes and through outsourcing significant parts of the material supply chain.