



ABN: 94 139 946 393

TNY Management Consultants Pty Ltd

PO Box 1247

Blackwood

South Australia 5051

Ph 0412799009

Fax (08) 82783632

TNY Management Consultants Pty. Ltd. was formed in October 2009 by Director and Principal Craig Ottaway, after 25 years in the Defence and automotive industries and in the roles as President of Australian Organisation for Quality Inc and AOQ (South Australia) Inc.

Our philosophy of success is based on the capability to establish self sustaining processes coupled with the increased competency of your staff in the use of management tools aimed at delivering organisational excellence.

Craig, has had extensive *practical* experience and possesses an intricate knowledge delivering improvement projects. TNY offers specialist services in:

- Quality Management Systems, management principles, methods and frameworks
- Staff development using Root Cause Analysis (RCA) & problem solving techniques
- Capability Maturity Model Integrated DEV, +SAFE and ACQ Extension Frameworks
- Risk Management and Process FMECA
- Balanced Scorecards dedicated to the specific needs of the organisation
- Six Sigma® DMAIC project methods and statistical process analysis
- Lean Office and Lean Manufacturing including Value Stream Mapping
- Process Engineering and Process Mapping
- Independent Audit Services for ISO9001, ISO14001, AS4801, ISO17020 & ISO17025, FCA/PCA
- Independent business and management reviews
- Contractor product test witnessing
- Social Responsibility and Customer Satisfaction Frameworks
- One on one and team mentoring in management applications

TNY offers its services to clients as one on one, Boards and Executives, small and large groups or filling of specific short or long term project needs aimed at taking the hard work out of conformance.

Our services are offered and delivered with complete confidentiality.  
Curriculum Vitae, Resume and References available upon request.

Craig Ottaway  
Director & Principal