

Professional Profile Han van Loon

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Principal Consultant – Leistungs Consult GmbH.

Han van Loon has expert experience including 20+ years' in agile methods, process assessment and improvement. Han's goal is to understand each client's needs and desires by intense listening before proposing solutions to opportunities and challenges. Leistungs Consult was formed to provide help to both commercial enterprises and to volunteer and charitable organizations.

Professional Competences

- ★ Agile methods including Scrum, XP, JAD/RAD, Scaled Scrum, and Agile Kanban.
- ★ Worldwide acknowledged expertise in process assessment and improvement including risk based methods.
- ★ Quality Management Systems and Quality Assurance. Process engineering, management and improvement.
- ★ Change management and organisational improvement. Workshop facilitation and coaching. Knowledge management, training development and delivery.
- ★ Strategic business management, management of innovation and product development.
- ★ IT operations, software development, testing and service desks, outsourcing.

Major Educational Qualifications

- ★ Bachelor of Engineering (Electrical & Electronics) - University of Melbourne. 1977
- ★ Associate Diploma of Arts - Canberra Institute TAFE. 1989
- ★ Graduate Diploma in Technology Management – Deakin University. 2001
- ★ Master of Business Administration (Tech Management) – Latrobe University. 2003
- ★ Associate professor – International University in Geneva and UBIS-Geneva for operations and project management.
- ★ Visiting professor – Nottingham Trent University, UK.

Work History

Leistungs Consult GmbH

- Agile expert – Innovative Projects Lead at Zurich Insurance. Worldwide internal expert for 7 years for Zurich Insurance and Farmers Insurance, launching 55 teams.
- Agile trainer and coach – Schindler Lift Company.
- Provision of strategic analysis for Information Technology development for banking within the Swiss Postfinance, including support for software development in-sourcing.
- Technical Quality Assurance contract position at SwissRe.
- Author of books on leadership and management: Reach for the STARS, Leadership and management in the new millennium ISBN 0-978325-0-6, and Reach for the STARS, Pocket guidebook ISBN 0-978325-1-4.
- Author of Process Assessment using ISO 15504 and ISO 33000. The Reference Book and the associated Practical Guide Book. Editions 1 to 3. ISBN-13: 978-0-9758325-4-7
- Training of executive and middle management in leadership and management using the STARS© methodology. Workshops for volunteer organizations with donations to Medecine sans Frontieres.
- Creation of knowledge management framework and methodology.
- Provision of organizational culture survey and analysis for knowledge management, innovation, and improvement and process issues. Corporate culture profiling services for strategic management, innovation and improvement.
- Creation and elaboration of risk based methodology for process optimisation and Practical Process Profiles (TBBDI Risk, EBBDI, IBBDI).
- Visiting professor teaching Operations, Project Management, Quality and Organizational culture courses at exec MBA, MBA and BBA level.
- Work related to Information Technology and software process standards within the Swiss Standards Association: SNV.
- Project Technical Leader for R&D project proposal development for the European Union 6th Framework for Information Society Technologies.



SynSpace AG/ SynSpace SA:

- Senior consultant to the European Space Agency. Projects included:
 - ISO/IEC 15504 Target Profiles. The work was a major input to development of the European Community for Space Standardisation ECSS-Q-80-03 standard.
 - Software Reuse. Provision of technical analysis and recommendations for process, risk and product quality standards for reuse of software within space projects. These were input to 4 ECSS standards, covering engineering, product assurance and risk standards.
 - ISO9001:2000 extensions to SPiCE for SPACE (Q4S) process assessment method.
 - Risk Dimension extensions to SPiCE for SPACE projects (R4S) process assessment method.
- Consultant for outsourcing of Information Technology services at Swiss Life, developing Service Level Agreements (SLAs) and resolving outsourcing issues between Swiss Life and the proposed contractors.
- Process assessment and improvement activities at Anite GmbH, with ISO15504 & CMMI.

- Provision of knowledge sharing techniques and coaching at the Fantastic Corporation. Outsourcing consultant for software development, maintenance, testing and service help desk at Fantastic Corporation.

1999-2001 at SaabTech Systems, Sweden.

- Inter-company Management - Saab Systems Head Office, Sweden. The role involved setting up and managing coordination and communication between the Swedish and Australian management teams and diverse companies (from 3 to 12 partner firms). Setting up and managing marketing and technical projects across the Saab Systems group of companies, as well as external companies in the fields of electronic systems and software.
- Research & Development Programme Manager for the SS2000 product system software family, forming and managing R&D teams to develop new applications, extensions and innovations in the SS2000 system software family.
- Market development for urban traffic management and maritime navigation systems.

1995-1998 Information Services Manager of SAAB Systems Australia (formerly CelsiusTech).

- Member of the company executive management team. Co-responsible for Change Management and Strategic Management initiatives within SAAB Systems.
- Management Information Systems department head, covering IT and knowledge sharing systems and methods.
- Internal training course development and delivery (advanced software project management, quality management). Staff induction training.
- Company security and quality responsible.
- Introduce process engineering for iterative and Agile methodologies in various projects.

1991-1995 Quality Manager of CelsiusTech Australia Pty Ltd.

- The first executive team member recruited in Australia. Responsible for setting up the Quality Management System, Quality Assurance and processes. The system was audited and accredited to ISO9001 and AS3563 (Software Quality Management), and also included ISO14001 environmental aspects. CelsiusTech Australia was a start-up company of SAAB/Celsius that successfully grew from 18 people to over 300 in my time working with SAAB/Celsius (1991-2001). CelsiusTech built systems and together with suppliers specialized electronics for defense, aerospace and transportation systems use.
- A qualified assessor using the ISO15504 standard (SPICE) and qualified auditor for ISO9001. The company was independently assessed as having software and management processes up to capability level 4 (the highest assessment results in Australia at that time - 1995). Responsible for design of processes at capability levels 4 and 5.

1983-1991 Australian Department of Aviation.

- Project Manager and Engineering Manager for data networks in 1990-1991.
- Quality Assurance Manager on Australia-wide data network project in 1991.
- System Architect and Designer for data network and message systems (1986-1990).
- Software engineer and programmer (1983-1986).

1978-1983. Work in computer companies International Computers Ltd and A.M. Jacquard, predominantly in technical service and sales support.

1977-1978. Electronics design and production at Aeronautical Research Laboratories.

Recommendations

"I met Han in an Agile awareness program conducted by him in Hong Kong. We were very lucky to bring him to Hong Kong for a month to train multiple business units, development teams and executives about the benefits of Agile and Scrum and the key factors needed to successfully deliver project results with high business value.. Han is incredibly helpful, resourceful and knowledgeable about Scrum. I am happy to recommend Han as a trainer and coach for any Scrum project."

— **Handy Khow**, *Head of Business Transformation, Zurich Insurance Company Ltd*

"I have had the pleasure of working with Han in a large actuarial change project. We converted a number of teams from traditional waterfall approach to Scrum, and Han's support as my clients Scrum Coach & Agile Expert was instrumental in making this conversion a success. Han would be of great value to any project/department/company that wants to go Agile, and it would be a pleasure to work with Han again "

— **Henrico Dolfing**, *Managing Consultant, Data Solutions GmbH*

"We, Farmers New World Life, were very fortunate to have Han Van Loon as our Scrum Trainer for a month in 2014 at Mercer Island office. During his tenure here, we have gained from Han's expertise and knowledge about Scrum through and through; he is also highly regard and well-respected to those at Farmers. We want you back, Han!"

— **K Lu**, *Farmers Life Insurance*

"Han is an inspiring and energetic Scrum evangelist and coach in our organization and has helped a growing number of projects to adopt a Scrum approach in an impressive way. Great to work with Han."

— **Mathias Born**, *Zurich Insurance*

"I have had the pleasure to work closely with Han both as a colleague and a line manager during the time Han functioned as the 'Lead in Innovative Project Delivery' at Zurich Insurance. Han demonstrates initiative as well as complete commitment to his area of responsibility..... Han created, rolled out and ran the Agile and Scrum Adoption Program at Zurich Insurance and was recognized globally as the "go-to" expert for Agile ... Han is remarkably quick at identifying problems in his area of responsibility and very effective at resolving them. Han is very skillful at passing on his knowledge and know-how. He trains and coaches teams with much passion to enable their success in project delivery. I always experienced Han as very customer focused. He quickly addresses the needs and concerns of customers and colleagues alike, as well as effectively acting on suggestions. It was a pleasure working with Han as part of the Group Project Management Office, he is a very knowledgeable, committed and reliable professional.

— **Karen Plüss**, *Zurich Insurance*

"Han trained and coached myself and the Zurich.com team to use Scrum to successfully deliver the latest generation of mobile customer experience for Zurich Insurance. The project has set a benchmark for excellence in customer service and has won several industry awards. Han went well beyond the standard role of trainer/coach, after the early initiation phases of the program he remained in the scrum room with the team and provided invaluable mentoring. I would particularly recommend that you engage Han in the early initiation phases of a program to ensure its success. "

— **Margo Cronin**, *Program Manager, Zurich Financial Services*,

"I had the pleasure of placing Han on a short term project involving Scrum & Agile Training Delivery, Hans depth of knowledge in this area secured him much more work than initially expected and the client will most definitely rehire Han for any future assignments."

— **Joseph Quinn**, *Recruiting Team Lead, Oxford International*,

"I had the pleasure of working with Han on many challenging projects in Schindler. His extraordinary knowledge and experience in coaching and guiding the IT teams through the Agile methodology and innovative ideas helps to guide our projects to very successful results. Han trained many new Scrum teams in our company and helped a lot in accelerating the transition phase from the traditional waterfall to Agile approach. His competence and passion for leading and guiding successful projects are his best expertise, and his talented pragmatic approach is always supported with real life examples. I strongly recommend Han if you want to move to AGILE with agility and competence."

— **Lucia Palumbo**, *Director SAP Development, Schindler Group*

Professional Profile

"I had the pleasure of attending an inspirational presentation by Han on SCRUM methodology and organisational change. His boundless energy and insights were a light in the dark for organizational transformation approaches in large corporations. His ability to bring complex ideas to life through stories made for an enjoyable and rewarding experience. I would recommend Han without hesitation."

— **Ann-Marie Purvis**, was Han's client

"Han is an exceptional Scrum Master Coach and Scrum trainer. He is able to reinforce and expound on the principles of Agile and the concepts of the Scrum methodology by leveraging his first-hand experience from the wide-ranging projects in which he's served as the Scrum Master Coach.

— **Rex Sarabia**, *APAC IT Governance, Risk, and Compliance, Zurich Insurance Company Ltd*,

"I met Han van Loon through the EU research program and the Dean of Engineering at Nottingham Trent University offered him a visiting professorship. We have worked together over several years and I can recommend Han's diligence, intelligence and competence."

— **Prof. Daizhong Su**, Nottingham Trent University - ADMEC research centre