

# TOM SMITH

Data-driven business intelligence and insight leader. I use modern technical tooling, and a career history of front-line operational and improvement experience, to find and present the important stories hidden in business data.



## EXPERIENCE

Present  
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Apr 2022

### Insight Manager

Nottingham University Hospitals NHS Trust

Nottingham

Leading the Business Intelligence (BI) & Analysis function in the Family Health division, including Maternity, Neonatal, Children's Hospital, and Reproductive Health directorates.

- Implemented BI improvements giving leaders timely & consistent access to visual performance indicators
- Created productivity improvements to enable deep reporting with available resource
- Developed team skills, including move towards collaborative and reproducible analytical methods
- Built customer relationships to improve data literacy, including training on using Statistical Process Control (SPC) charts
- Ensured continuity of approx. 100 timeseries metrics during replacement of complex Electronic Patient Record system
- Discrete Event Simulation of patient pathways

Dec 2020

### Principal Analyst (Maternity Improvement)

Nottingham University Hospitals NHS Trust

Nottingham

Developing analysis in support of the hospital's Maternity Improvement Programme.

- Developed robust reporting pipelines for clinical and management data
- Improved engagement of the business with their data through outreach and linked storytelling
- Implemented Statistical Process Control techniques to separate signals from noise
- Enabled governance processes to be confident of the quality and repeatability of reported information
- Created new insights by combining datasets across sources

Sep 2019

### Paternity leave

Home

Nottingham

Time at home with my young family, overlapping with the COVID pandemic. Decision to upskill in analytics.

- Learned the "R" statistical programming language

## CONTACT INFO

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in [linkedin.com/tomsmith-uk](https://linkedin.com/tomsmith-uk)

github [github.com/ThomUK](https://github.com/ThomUK)

## SKILLS

Strategy development

Customer communication and requirements planning

Technical lead, connecting operational need with analytical detail as required

Champion and trainer of modern reproducible analytical methods

Team leadership within complex organisations, using complex data sources

This CV was made with [R](#)

Source code here:

[github.com/ThomUK/tom\\_smith\\_cv](https://github.com/ThomUK/tom_smith_cv)

Last updated: 2024-01-05

- Feb 2019

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**UK Head of Quality**

Masonite International

Barnsley

Led a team across 7 regional manufacturing facilities

- Introduced daily BI reporting of quality status for key sites at product line and manufacturing cell level (PowerBI)
  - Managed internal & external customer feedback, scrap, rework, and raw materials consumption visibility
  - Supervised regulatory compliance, including ISO 9001:2015 validation
- Jan 2018

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**Technical Engineering Manager**

Door-Stop International (part of Masonite)

Huthwaite

Managed a technical team through daily operations, new product introduction, and capital investment planning.
- Apr 2017

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**Continuous Improvement Champion**

Door-Stop International (part of Masonite)

Huthwaite

Enabled quality and delivery improvements through the use of data for problem solving, together with an engaged shop floor.
- Apr 2013

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**Business Transformation Coach**

Sharing In Growth UK (hosted by Rolls-Royce)

Derby, London

Leading a cross-functional improvement team on behalf of the UK Government. Raising the capability of UK aerospace suppliers to capture growth of the aerospace market and other associated high value manufacturing sectors.

- Led a team comprising Supplier development engineers, Value engineers, Manufacturing engineers, and Purchasing specialists
  - Designed and delivered concentrated 4 year training and development programmes to UK Aerospace suppliers
  - Quantified financial benefit
- Apr 2017  
|  
Feb 2012

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**Lean Supplier Development leader**

Rolls-Royce Plc

Derby, Paris

Developing strategic supplier capability to meet quality, deliver, and cost requirements.

- Diagnosed opportunities for improvement
  - Agreed development plans with supplier top management
  - Delivered practical coaching of shop-floor and management to achieve improvements
  - Quantified operational cost benefits

Jun 2006

## Senior Engineer (Supplier Production Management)

Toyota Motor Europe

Derby

Tier 1 supplier production preparation - from draft drawing release to full volume production.

- Using core Toyota tools (Toyota Way, PDCA, Practical Problem Solving, Toyota Business Practices) to find facts at shop floor level, break down problems, find root causes, and agree and implement sustainable countermeasures
- Led production capacity confirmation, enabling fast vehicle launch ramp-up
- Built close working relationships between Design, Quality, Production Control, Vehicle Planning, Purchasing, and Tier 1 suppliers
- Led kaizen activity at Tier 1 suppliers



## SELECTED PUBLIC WORK

2023

### Conference Talk

Beginner's guide to the R package {purrr}

Online

Video recording: <https://youtu.be/laKYVuEIROs&t=2146>

Slides: <https://thomuk.github.io/2023-NHSR-Conf-Presentation>

2022

### Conference Talk

Introducing my {SPCReporter} R package

Online

Video recording: <https://youtu.be/fWYehE5U6Vs&t=2862>

Slides: <https://thomuk.github.io/2022-NHSR-Conf-Presentation>

2021

### {NHSRplotthedots} R package author

R package to create Statistical Process Control (SPC) charts at scale

Online

Repository: <https://nhs-r-community.github.io/NHSRplotthedots>



## EDUCATION

2017

2016

### Free Code Camp

Full Stack Web Development Certification

Online

2002

1998

### University of Wales, Swansea

BEng (hons) Mechanical Engineering

Swansea