

Deborah Lampard – Director

Background

Deborah Lampard is the Managing Director of PhillipsKPA, Australia's leading specialist provider of high level consultancy services to the education and training sectors and related industries. Deborah is an expert in the management of complex organisations, especially large tertiary institutions. She combines extensive experience in both the public and private sectors and has assisted a number of tertiary institutions adopt a more commercial approach to management. Deborah is a founding Director of PhillipsKPA and its predecessor, KPA Consulting. Prior to this Deborah was a Senior Manager with KPMG Consulting for 2 years in their national education consulting practice.

Prior to joining KPMG, Deborah was Director Quantitative Planning Support at Monash University where she was responsible for assisting the development of the university's strategic, operational planning and budgeting processes. Deborah led the development and implementation of integrated management systems, reporting mechanisms and planning frameworks. Deborah has significant experience in managing the identification and collection of statistical reporting information and developing evaluation techniques and standards including performance indicators, targets and other mechanisms to monitor university performance. She has advised senior university managers on a wide range of planning, budget and performance management issues, with particular input to the strategic planning process.

Until 1995 when she joined Monash, Deborah was the Planning and Analysis Manager for Qantas Airways Limited. She was responsible for managing operations including airports, retail sales, reservations, flight attendants and corporate staff. Priorities included ensuring the most effective and efficient use of physical, financial and human resources whilst providing the highest level of customer service. This involved the identification of opportunities for revenue increase and cost control; the development and implementation of plans to progress such opportunities and the implementation of efficient work practices through enterprise bargaining. During this time Deborah worked with particular groups within the organisation, such as baggage handlers, to achieve a common vision, a process which required high level communication, negotiation and analytical skills.

Deborah has also held a variety of operational and planning roles in other organisations both here in Australia and in the United Kingdom where she undertook projects which required strong analytical and quantitative support skills.

Areas of special focus

- Strategic and operational planning
- Organisational review and evaluation
- Operational and financial management
- Research and analysis
- Change management
- Business performance improvement

Academic and professional qualifications

B.Sc (Hons), Monash University (incorporating major studies in Mathematics and Statistics)

Significant consulting assignments (selected examples only)

The University of Melbourne – Student services review (2010-11)

Queensland University of Technology – Analysis of professional and academic staffing (2010)

University of Sydney – Review of student experience (2010)

Graduate Careers Australia – Strategic review (2010)

Monash University – Review of the administrative portfolio (2009)

The University of Melbourne – Organisational faculty review (2009)

La Trobe University – Development of a financial management and corporate management framework (2008-2009)

Monash University – The place of sport at Monash (2008)

University of Newcastle - Strategic Plan and planning cycle development, assistance with financial management, budget development and review (2007)

City University of Hong Kong – The development of an approach to value for money activity (2005)

University of Southern Queensland - Development of a financial framework (2007)

Monash University – Review of the impact of VSU (2006)

Hong Kong Audit Commission - Value for money audit on tertiary education in Hong Kong (2005)

RMIT University - Leadership to plan and restructure financial management systems, procedures and budgetary processes (2004)

Central Queensland University - Review of strategic direction, academic and administrative structures and staffing profile (2004)

RMIT University – Organisational review (2004)

Contact details

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