

Kieran Doyle

Kieran has over 20 years' experience of developing software as a software engineer, quality manager and project manager and has significant experience in dealing with acquisition and outsourcing, having helped to start a business unit of a major telecommunications company in the UK, which was oriented towards delivering IT services in a multi-partner environment.

Kieran has helped a number of different organisations with their business improvement journeys and has experience in many different sectors including defence, telecommunications, banking, education, government, retail and financial services.

Kieran is a certified by the CMMI Institute as a SCAMPI High Maturity Lead Appraiser and instructor for all CMMI courses and has 15 years' extensive experience of the practical implementation of process improvement and business change in many different settings. He has helped a number of organisations with their change and business improvement journeys, including defence, telecommunications, banking, education, government, retail and financial services using a variety of improvement frameworks including CMMI-DEV, CMMI-SVC, CMMI-ACQ, ITIL, ISO 9000, ISO 20000, ISO 27001 and the EFQM Business Excellence Model.

Kieran has conducted appraisals and training in China, France, Germany, Norway and the USA; often involving multi-lingual situations. As one of the core team that developed the new Introduction to CMMI for Services course, Kieran has been one of the first individuals worldwide authorised to teach this course and has experience of delivering training in international settings, adapting training approaches to fit different cultural and linguistic backgrounds.

