

RÉSUMÉ

Jon is a full Member of the ICM (Institute of Credit Management) an Honours graduate and a Licentiate member of CIPD, (Chartered Institute of Personnel & Development). He holds postgraduate qualifications in Training and Human Resources from the University of Brighton as well as a higher NVQ (National Vocational Qualification) in Training and Development. He is a graduate of the Philip Crosby Quality School and holds a Quality in Credit award for his work in Collections and Credit Control, having been a key player in the implementation of TQM (Total Quality Management) with a UK bank. He is a qualified Management and Training Assessor with OCR (Oxford and Cambridge & Royal Society of Arts) and sits on the Education Committee of the ICM contributing to the formulation of education awards for the credit industry.

Jon started his career in training in 1985 with a UK bank. In 1995 he established the Jon Ray Consultancy and began working as an international training and business consultant, helping banks, and other organisations, to achieve their strategic development initiatives. Jon devised, wrote and presented the flagship Collections programme 'Advanced Collection Skills', and the HR and training package 'The Complete Credit Solution'.



J. P. NEWSOM-RAY



Training and Business
Consultant

JON RAY CONSULTANCY