



Norton Crumlin & Associates



Roger Norton is one of the founding Directors of Norton Crumlin & Associates. Passion for people and performance are the hallmarks of Roger's consulting approach to organisations.

Roger's specific areas of expertise and interest include:

- * Organisational and cultural change.
- * Leadership development.
- * Strategic and business planning.
- * Organisational performance measurement.
- * Workshop facilitation.

Roger is a highly regarded workshop facilitator with the ability to achieve required business results in a way that is engaging and rewarding for participants. His expertise is being able to manage the communication process within a workshop while enabling the participants - as the experts of their organisation - to provide the key decisions.

Roger's early career was in the Royal Australian Navy where he spent 10 years specialising in logistics in Australia and overseas. He then built on these foundations by focusing on improving the people management of Navy business units. This led to a 10-year career path as an internal consultant working in strategic and business planning, leadership development and organisational culture change. He completed his Navy career in 1997 in the rank of Commander and as Head of Corporate Development for the Navy's national logistic organisation.

Since leaving the Navy in 1997 he has continued his consulting career working with the then Morgan & Banks Limited (in strategic HR consulting) and two boutique change management consulting businesses.

His client list includes national and international organisations in media, telecommunications, professional services, financial services, pharmaceutical, IT infrastructure, food manufacturing, retail banking, logistics, and Federal, State (NSW and Queensland) and Local Government sectors.

In 2010, Roger became one of only a few Australian practitioners licensed to implement the Net Promoter Score program. Net Promoter Score has been embraced by companies worldwide as the standard for measuring and improving customer loyalty.

Contact Roger:

e: roger.norton@nortoncrumlin.com.au
mobile: 0418 252 313
office: 02 9964 9700