

JOANNE QUIGLEY B.AgEc(Hons)

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Professional Summary

An experienced Executive with the ability to develop and nurture long-term relationships across diverse stakeholder groups. Strategic, creative and organised self-starter with superior program management experience. Effective leader and communicator, with more than 20 years' experience in developing and implementing complex strategies within the Australian red meat and livestock industry to underpin market assurance, productivity and sustainability.

Areas of Expertise

- Strategic planning
- Organisational leadership
- Business system implementation
- Effective communication
- Relationship building
- Risk analysis
- Financial management
- Business analysis
- Program management
- Policy development

Accomplishments

- Oversight of the development and implementation of Australia's National Livestock Identification System (NLIS) for cattle, sheep and goat identification and traceability
- Establishment of the Integrity Systems Company (a wholly-owned subsidiary of Meat & Livestock Australia), including the transfer of the Livestock Production Assurance (LPA) program, and the transition of assets and resources
- Development and implementation of the Livestock Data Link program to deliver value chain productivity through improved carcase compliance - creating opportunities to capture additional industry value of up to \$120 million per annum
- Roll-out of an electronic livestock declaration system, to drive industry efficiencies and create potential savings of \$13 million per annum
- Collaboration with industry and government to develop a strategic roadmap for the Australian red meat industry's integrity programs that will deliver sustaining positive impacts for the red meat industry

Work Experience

Chief Operating Officer

Sep 2016 to Current

Integrity Systems Company Limited - North Sydney, NSW, Australia

A wholly owned subsidiary of Meat & Livestock Australia (MLA), the Integrity Systems Company delivers the Livestock Production Assurance (LPA) program, National Vendor Declarations (NVDs) and the National Livestock Identification System (NLIS). LPA, the Australian red meat industry's on-farm assurance program provides an assurance of the safety of red meat grown by Australia's producers, while the NVD provides the platform for the transfer of information and the NLIS system supports the identification and traceability of cattle, sheep and goats through the value chain.

Responsibilities:

- Lead and implement the Integrity Systems Company operations strategy including engagement with key stakeholders to ensure industry and Board endorsement
- Provide strategic direction and leadership to Technology, Operations and Customer Service teams (28 staff)
- Contribute to the development and initiation of the Value Chain Digital Strategy
- Overall accountability for the budget planning and reporting processes within the Integrity Systems Company (\$16.65 million annual budget)
- Overall accountability for delivery of the Integrity Systems Services strategy
- Overall accountability for Program Evaluation to ensure strategies deliver against stated aims
- Establishment of governance frameworks and internal controls for the Integrity Systems Company including systems, policies and processes, and reporting
- Accountability for enabling the efficient governance of risks and related opportunities
- Initiate systems to retain staff and ensure accountability for the performance of the Technology, Operations and Customer Service teams
- Develop and foster a high performance culture within the Integrity Systems Company
- Providing counsel and support to the Chief Executive Officer
- Regular reporting to the Board against performance to budget and Integrity Systems Company operations

Manager, Integrated Production Systems

Jan 2011 to Aug 2016

Meat & Livestock Australia Limited - North Sydney, NSW, Australia

Meat & Livestock Australia delivers marketing and research and development services for Australia's cattle, sheep and goat producers. MLA creates opportunities for livestock supply chains from their combined investments to build demand and productivity.

Responsibilities:

- Lead the development and implementation of on-farm initiatives aimed at minimising the Australian red meat industry's exposure to food safety and product integrity risks
- Assessment and delivery of initiatives aimed at improving the flow of information through the Australian red meat industry value chain including Livestock Data Link and the electronic National Vendor Declaration (eNVD) platform
- Implementation of on-farm assurance programs including the Livestock Production Assurance (LPA) program and Pasturefed Cattle Assurance System
- Establish strong partnerships with industry and government to ensure the effective implementation of industry wide initiatives
- Management of underpinning delivery services including IT development, customer service helpdesks, communication programs and issue management
- Development of papers, proposals and reports for Board, management and industry
- Staff management including training, development and performance (7 staff)
- Financial and operational management of all aspects of the Integrated Production Systems programs (program budget of \$4 million per annum)

General Manager, Industry Systems (maternity relief)
Meat & Livestock Australia Limited - North Sydney, NSW, Australia

Jan 2012 to Oct 2012

Responsibilities:

- Oversight of the Industry Systems business unit (45 staff) covering the Meat Standards Australia (MSA) program, National Livestock Identification System (NLIS) and Integrated Production Systems programs
- Strategic leadership as a part of the MLA Executive Team
- Identify emerging issues and develop strategies to mitigate business and industry risks
- Implement and oversee change initiatives to ensure strategic objectives are achieved
- Engagement with Peak Industry Councils, Government and industry participants to support the development of robust and relevant strategies for industry
- Day to day leadership of Senior Management team
- Management of business unit staff performance and appraisals, staff appointments, salary reviews, learning and development strategies
- Oversight of business unit financial performance, contract approvals and purchasing policies
- Preparation and presentation of Board reports and papers

Manager, NLIS Limited
National Livestock Identification System Limited - North Sydney,
NSW, Australia

Mar 2009 to Jan 2011

The NLIS is Australia's system for the identification and traceability of livestock (cattle, sheep and goats). NLIS Ltd, a wholly-owned subsidiary of Meat & Livestock Australia, was responsible for the delivery of database and support services to industry and government to underpin Australia's national livestock traceability system. In 2017, NLIS Ltd evolved into the Integrity Systems Company.

Responsibilities:

- Business and operational management of all aspects of NLIS Ltd, including the development and delivery of the NLIS Business Plan and the management of 26 staff (program budget of \$5.5 million per annum)
- Establishment of strong partnerships with industry and government to progress the effective implementation of NLIS
- Leadership and management of staff including appointments, training, development, performance appraisals and salary reviews
- Board support including strategy facilitation, development of Board agendas, papers and reports
- Provision of Secretariat services to program advisory committees
- Development and implementation of customer relationship strategies and customer and industry communication and feedback mechanisms
- Negotiation and execution of all contracts, service agreements, licenses and purchase agreements
- Identification of commercial opportunities to leverage infrastructure and resources

Database Development Manager (NLIS)
Meat & Livestock Australia Limited - North Sydney, NSW, Australia

Jul 2007 to Mar 2009

The NLIS database is the underpinning platform of Australia's livestock identification and traceability system. The NLIS database records over 30 million cattle movements and more than 20 million sheep and goat movements per annum.

Responsibilities:

- Management of the database development project plan and budget
- Management of tenders, contracts and purchasing

- Management of IT development team including resourcing and recruitment, performance reviews, staff development and training
- Consultation with industry and government to ensure system development aligned with stakeholder requirements and priorities
- Management of database upgrades, performance testing and system migration
- Development of discussion papers, proposals and reports for management and industry Advisory Committees
- Coordination and management of Quality Management Systems
- Strategic planning and research into new technologies and future opportunities for system development

Business Analyst

Jul 2005 to Mar 2007

Meat & Livestock Australia Limited - North Sydney, NSW, Australia

Responsibilities:

- Analysis and documentation of database functional requirements
- Consultation with industry and government bodies to deliver required database functionality
- Responsible for logging, analysing and scheduling database changes
- Coordination of database development and testing teams to ensure the effective and efficient delivery of database modifications
- Development of database Interface Specifications and communication to external software and hardware integrators
- Documentation and review of business rules and procedures
- Development, maintenance and internal auditing of Quality Management Systems
- Provision of technical support to software and hardware integrators, in-field technical officers and Helpdesk operators
- Development and delivery of training workshops for government bodies
- Promotion of NLIS at industry forums, seminars and field days

Technical Officer

Mar 2003 to Jul 2005

Meat & Livestock Australia Limited - Armidale, NSW, Australia

Responsibilities:

- Provision of independent technical support and advice to producers, saleyards, feedlots, agents and abattoirs
- Training producers in the usage of NLIS technology to improve efficiency in data collection and the awareness of its on-farm benefits
- Development and delivery of national training programs and training manuals for feedlots, agents and saleyards
- Assessment and approval of applications for government funding from saleyards, feedlots and processors
- Consultation with industry and government bodies to ensure the smooth and timely implementation of NLIS
- Promotion of NLIS at industry forums, seminars and field days
- Liaised with commercial suppliers of NLIS equipment and software to develop and improve technology and hardware
- Documented Quality Management Systems for the NLIS business unit and conducted internal audits for Quality Management compliance

Technical Support Manager**Jul 1999 to Mar 2003****ABRI, Saltbush Software - Armidale, NSW, Australia**

Saltbush Agricultural Software is an operating division of the Agricultural Business Research Institute (ABRI). Saltbush develops on-farm software solutions for the precision management of beef cattle (stud, commercial and feedlots), cane farming, poultry, piggeries, and thoroughbreds, complemented by farm accounting and feed formulation software packages.

Responsibilities:

- Overall planning and implementation of Saltbush Software support procedures, training and marketing
- Day to day management of a four-staffed Helpdesk
- Manager of corporate accounts throughout Australia and overseas
- Provision of technical product support to Saltbush Software clients
- Development and delivery of training schools for Saltbush clients throughout Australia, New Zealand and North America
- Liaison with key industry bodies to ensure products met required standards
- Specification of software requirements, prioritisation and scheduling for delivery
- Technical documentation and software testing
- Development of marketing programs, including budgeting, advertising and scheduling
- Product marketing at field days and delivery of seminar presentations
- Word processing and desktop publishing to produce client support literature and brochures

Education

Meat Executive Program

Melbourne Business School - Mt Eliza, VIC, Australia

2013**Meat Science Course**

Meat Standards Australia, North Sydney, NSW, Australia

2011**OHS Consultation - Work Cover NSW**

NSW Business Chamber - Sydney, NSW, Australia

2010**ISO Internal Auditor Training**

SAI Global - Brisbane, QLD, Australia

2004**Certificate IV Workplace Training and Assessment**

Linda K Andrews, Armidale, NSW, Australia

1999**Bachelor of Agricultural Economics (Honours)**

University of New England, Armidale, NSW, Australia

1998