

Business Profile

M & M Consulting Services started business in November 1996 and specialises in business improvement and management services:

- Process improvement consulting and project management
- Strategic planning and change management
- Policies and procedures documentation, including on-line help systems
- Team decision making, teamwork and meeting facilitation

M & M Consulting Services recognise that organisations today are facing continuous change. The company offers customised assistance to organisations that want to change their people, processes and technology themselves but need help with methods, tools and techniques to get started.



Maggie Alexander

Maggie is a director of M & M Consulting Services and Principal Consultant. She helps clients improve their business using proprietary tools she has developed in her BizKit™. She also provides project management and marketing services to a number of clients in the education and the ICT industry sectors.

Before starting M & M Consulting Services, she held senior management roles in operations and marketing with Deloitte & Touche Consulting and Digital Equipment Corporation. Previously, she was Chief Development Officer (Information and Research) in the Advanced Technology Centre, Department of Industrial Development and Decentralisation and worked for NSW TAFE in educational management positions.

Maggie has a Masters of Science in Society from the UNSW, a Bachelor of Arts degree in Communications from the UTS and a Teaching Diploma.



BizKit Business Improvement

BizKit is a new concept in business improvement – a complete toolkit of methods and resources for people trying to improve their organisation's people, processes and technology quickly and easily.

Designed for facilitators, consultants, teams, managers and organisations implementing change and quality programs, the BizKit Way will help you get results faster and more effectively.



Mike Hetherington

Mike is a director of M & M Consulting Services. He consults on change management, business process improvement, performance management, strategic planning and the management of services organisations.

For over 20 years, Mike has held senior executive roles in the public service and private enterprise. From August 2002 to January 2005, he was General Manager of the Home Care Service of NSW. Until August 2007 he was Director of Shared Services at the College of Law.

Mike has a Master of Business Administration from Monash Mt Eliza Business School and two Bachelors degrees – a Science degree majoring in psychology and an Arts degree majoring in history and English.

Our Clients

These are some of our clients in the past five years:

- AstraZeneca Australia: April 2008 to present
 - Pernod Ricard Pacific: August 2006 to present
 - Westpac: March 2007 – November 2007
 - Johnson & Johnson: January 2007 – August 2007
 - Passion Maps: January 2006 to January 2007
 - NSW RTA: August 2006 – January 2007
 - Qenos: March 2006 – June 2006
 - College of Law – January 2005 – August 2007
 - Commonwealth Bank: March 2004 – April 2005
 - IAG: June 2004 – December 2004
 - MGSM: September 2003 – April 2004
 - Sydney University, CCE: May 2004 – May 2005
 - Tricorp Services: March 2003 – March 2004
 - Department of Housing: December 2002 – March 2003
 - Sydney Uni, Special Projects: January 2002 – July 2003
 - Office of State Revenue: May 2001 – November 2003
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Contact Us

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