



## Job Profile Information

<b>Organization</b>	Royal KPN Telecom
<b>Background of organization</b>	<p>Dutch Incumbent Telecom, Multimedia and ICT Company</p> <p>Royal KPN has its roots in the Dutch, German and Belgian Telecoms market. By now it is moving fast into Multimedia services for its Consumer Customer Base (30 million customers) and ICT Services for its Business/Corporate Customer Base. In its networks its technology is moving fast from traditional towards All IP in fixed line and UMTS/HSDPA/Wimax in mobile. The change from traditional Telecoms Services towards these new markets call for drastic services process overhaul/redesign.</p> <p>Its first process overhaul has demonstrated the pivotal value of system dynamics as it has delivered a powerful diagnostic tool (via workshops gaining an integral insight and identification of Root Causes/quality hurdles) Basics for Services Sales and Operations Planning (S&amp;OP) Management Process Model in support of S&amp;OP (scenarios and decisions)</p>
<b>Address</b>	<p>Maanplein 55 The Hague          ZIP 2516 CK          Netherlands</p>
<b>Contact person</b>	Willem van Oppen
<b>Contact phone, fax and/or email</b>	<a href="mailto:willem.vanoppen@kpn.com">willem.vanoppen@kpn.com</a>
<b>Position title</b>	Model builder
<b>Job location</b>	The Hague, The Netherlands
<b>Position description</b>	<p>In the coming two years KPN will scale up its activities in this area and will embark in a structured overhaul/redesign of all of its service processes and has therefore various job openings for Modelling and Facilitation Consultants.</p> <p>Candidates will report into the Corporate Supply Chain Expertise Center. This Center reports to the CPO.</p> <p>Interested parties can contact either Willem van Oppen at <a href="mailto:willem.vanoppen@kpn.com">willem.vanoppen@kpn.com</a> or Professor Henk Akkermans of Tilburg University at <a href="mailto:ha@uvt.nl">ha@uvt.nl</a> . Both of us will be present at the System Dynamics Conference in Boston coming July.</p>
<b>Required skills</b>	<p>Qualifications: MBA or MSc</p> <p>Specific Expertise: System Dynamics Modelling: at least 3 years, Facilitation of Group Model Building Sessions.</p> <p>Competencies: Communicative, Cross Culture Awareness</p>
<b>Salary Range</b>	Salary Range: USD 6.000 ~8.000 up, exclusive relocation etc.
<b>URL to host organization</b>	Host URL: <a href="http://www.kpn.com">www.kpn.com</a>