What do firms that take quality seriously, regulators who shape best practice, and leaders committed to doing things properly have in common?

They value experience, rigour, and people who've been there, done it, and helped others do it better.

That's where Joanne Mullen comes in. With over 30 years immersed in the financial services landscape, Joanne has built her career at the sharp end of risk, regulation, leadership, and operational delivery.

From senior roles within major financial services operations, to high-level consultancy work and time spent as a financial services regulator, she brings a rare, end-to-end understanding of what excellence really looks like in practice - not just on paper.

BUSINESS AND OPERATIONS MANAGEMENT NETWORK™
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STANDARDS INTERNATIONAL®

JOANNE MULLEN

Consultant, Coach, Trainer & Assessor

Today, Joanne works with businesses across the UK to help them embed best practice, build strong foundations, and create a culture of quality that genuinely sticks.

Her expertise across coaching, mentoring, certification training, and assessment makes her a trusted guide for businesses and individuals who want to raise standards, strengthen governance, and future-proof their operations - without losing sight of what matters most: clients, people, and sustainable growth.

Now, she brings this experience to businesses like yours, helping scale growth, streamline operations, and create real momentum, as an ongoing strategic advisor, or specific projects.

TOGETHER, WE CAN;

- Build and embed a quality culture
- Create a robust, scalable framework fit for future growth and opportunity
- Place client care at the heart of every activity
- Gain a fresh perspective on continual improvement and operational excellence