

Johan Haelterman - NBN - Belgium



My commitment to the ISO family

- To be engaged with and available to the ISO Council and ISO members. I will devote 10% of my time to ISO.
- To bring my insights to the ISO family through my experience in management functions in a variety of organisations.
- To engage with NBN staff in ISO IT working groups and the Marketing and Communication Forum.
- To make the involvement of young professionals and students in standards and standardisation a key ingredient for our success.
- To support smaller-scale ISO members by applying the insights I have gained in my role as the CEO of a smaller standardisation body.
- To support a large portion of ongoing standardisation work through NBN's strong standardisation network in Belgium totalling 408 ISO P-memberships.
- To work together with fellow ISO Council members and the Secretary-General to help deliver the ISO strategy.

Want to contact me?

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Relevant work experience

Chairman of the executive committee – NBN 2012 - current

NBN is the Belgian publisher of standards. As a member of ISO and CEN, NBN develops and sells standards in the territory of Belgium. NBN is an autonomous agency of the federal government working with limited grants.

Achievements:

- Roll-out of a result-based strategy centred on value creation and customer focus.
- Development and implementation of a sustainable revenue model, driving the transformation from selling products to delivering solutions.
- Overhaul of the organisational structure to increase overall performance.
- Embedding of a performance-driven culture: HR model, activity-based costing, management contract with government and revenue focus.
- Complete rebranding of NBN, transforming a negative market perception into a dynamic positive image.
- Building relationships with industry representatives as well as other stakeholder groups.

Results:

- Increased sales revenue by 100% in a period ranging from 2012 to 2017.
- Absorbed government grant cuts of 40 %.
- Boosted visibility of NBN by 500% (website, events, newsletter).
- Achieved a Net Promotor Score (NPS) of +45.

Partner – Grant Thornton

2008 – 2012

Sixth-largest accounting firm worldwide, offering professional audit, tax and advisory services.

Director – PricewaterhouseCoopers (PwC) 1995 – 2008

Big 4 consulting company, offering professional audit, tax and advisory services.

Education

Master of Industrial Sciences
Master in Business Management
Master in Computer Audit

Erasmus (1986)
VUB Brussels (1988)
AMS Antwerp (1995)

Language skills

	Spoken	Written
Dutch	Native speaker	Native speaker
English	Very good	Very good
French	Excellent	Good

I am passionate about ...

Bonsai cultivation, playing guitar, running, science and exponential organisations.