



MCA Awards 2018 Finalist

Performance Improvement Consultant of the Year

Zillah Anderson, PwC

Zillah began her career in Audit but was soon drawn to Consulting as she wanted to help influence client problems and have a material impact on their welfare.

She specialises in performance improvement in the healthcare sector, and has helped multiple NHS Trusts deliver high levels of patient care. Zillah is passionate about delivering these projects, working with frontline staff to tackle problems and design solutions that really impact patients' lives. Understanding their individual challenges and gaining respect and trust to challenge existing behaviours and approaches is not easy and can test personal resilience; however, she finds nothing more rewarding than working together towards a common goal.

On a personal level, Zillah can be characterised as always wanting more: from herself, from her team and from her clients. She focusses on putting the team first and growing the capability of those around her in order to exceed expectations. This is how she delivers outstanding results, but what is striking is the feedback from her clients and teams about how she delivers those results: always with them. She never takes the easy option and often brings creative solutions to problems. She is never afraid to take risks in her drive to succeed for the client and her team.