



The Forum, Johannesburg

6 – 8 October 2010

Event Programme

Wednesday 6th October 2010 – WORKSHOPS – The Forum, Johannesburg

As space is limited at some of the workshops it is imperative that you book your place prior to the 6th October in order to guarantee your attendance at the workshop of your choice.

Time	Workshop 1 (full day)	Workshop 2 (full day)	Workshop 3 (full day)	Workshop 4 (full day)
08:30-10:30	<p>The A3 approach: managing to learn John Shook, Lean Enterprise Institute, USA This workshop explores the lessons and insights of <u>Managing to Learn</u> and introduces the A3 as a problem solving tool and management process. Participants will explore the requirements of sound A3 thinking and management by following the stages of learning illustrated in <u>Managing to Learn</u> (MTL). Participants will create the left-side or Problem Situation sections (Title, background, Current Situation, Goal, Analysis) of their own A3 for a problem-solving responsibility in their own work. Participants are asked to bring a problem to work on during the class. They will work in small groups to read, discuss and evaluate each other's A3s. They will coach each other as authors of their respective A3s offering guidance to consider ways their PDCA stories could be improved. Each participant will receive a copy of <u>Managing to Learn</u>.</p>	<p>An Integrated Approach to Lean Thinking "So many choices! Lean, Six Sigma, Theory of Constraints ... Do I use all, some or none?" Rose Heathcote, Thinking People, RSA Navigating the sea of buzzwords out there can be a daunting experience when you are looking for a methodology to solve your problems. Many options are available and each has something unique and valuable to offer, but choosing the right combination can be overwhelming. Harness optimal value from Lean Thinking by integrating aspects of Six Sigma, Theory of Constraints and others, where it makes sense to do so. We present how to approach this in a logical, practical way and how to make the right choices. You will be provided with a step-by-step guide of tools to experiment with back in your own workplace. Visit www.thinkingpeople.co.za and go to "Upcoming Workshops" for a full outline of this workshop and which techniques we will cover.</p>	<p>Where and how to start your lean efforts: learning to see, reflect and act on your processes Robert Kessiakoff, CEO, Lean Concepts, Sweden We will start with a "lean introduction" of about 1 ½ - 2 hours; after this we will go into value stream mapping (what is it; when to apply; what is the process behind; some actual cases will be discussed – challenges to be considered); depending on number of attendants the set up will be to discuss in smaller groups at various occasions during the day.</p>	<p>Lean Simulation Game "Get Your Hands Dirty" Paul Finnigan, Business Development Manager and Rishab Rao, Innovation Practice Leader, BMGI, RSA This exciting and fun simulation game provides the delegates with a highly interactive way of understanding the importance of the customer when improving customer service. The delegates learn how to apply lean thinking to the various problems they are challenged with to achieve their goals. These internationally renowned Lean Practitioners from www.bmgi.com make for an engaging experience to solving problems in an organisation.</p>
Tea				
10:50-12:30				
13:30-15:30				
Tea				
15:50-17:30				

Time	Workshop 5 (half day)	Workshop 6 (half day)	Workshop 7 (half day)	Workshop 8 (half day)
08:30-10:30	<p>Lean assessment and action plan <i>Chris Vogel, CEO, Compass Affiliates, formerly Wells Fargo Bank, USA</i></p> <p>Assess your organization for recognition of value, leadership norms, process maturity, commitment to continuous improvement, employee engagement and other lean attributes. The materials are designed to help leaders contemplate strengths and expose opportunities to further their lean journey. Participants should have a basic understanding of lean concepts and tools.</p>	<p>Sustaining Standardised Work <i>Janice Thomas, Synchrospec, RSA</i></p> <p>Standardised work is the holy grail of lean. Without it continuous improvement is pointless. Yet standardised work is so difficult for managers to achieve, including for themselves. This workshop introduces “TEMPO”, an online interactive document and task management system to enable best practices and standardised work to become a way of life. Developed in South Africa over the last ten years, TEMPO establishes the rhythm of work within the organisation, ‘sets staff up to succeed’ by capturing standardised work into business process templates for online delivery to and sign off by all staff, enables business processes to be mapped for all employees, including managers, using the consistent philosophy embedded in the interactive system, escalates non-compliance with task target dates to maintain transparency, support and control over all business process progression, enables staff to ‘act their way into a new way of thinking’. The workshop will provide a comprehensive overview of achieving standardised work.</p>	<p>Sustaining the lean side of Change. How do you manage the ‘softer’ side of lean? <i>Johan Oelofse & Ginty Chalk, BMGI, RSA</i></p> <p>Change is no longer the exception but the rule. Most companies today are constantly adjusting or modifying some area of their business, with a number of initiatives underway. Hopefully all aimed at making business better through the lean methodology.</p> <p>There are many factors that affect the implementation of any new initiative, like lean. We don’t always know what to expect or how people are going to react to the new initiative. So what would be better than getting a taste of this via a simulation?</p> <p>This simulation is an engaging & realistic computer-based learning tool, which is designed to help you increase your ability to implement a new initiative, providing you with a difficult challenge.</p>	<p>From Chaos To World Class Using the Lean Continuous Improvement Methodology <i>Chris Hewitt. VSC Solutions, RSA</i></p> <p>The workshop commences with a short presentation on lean principles, some of the tools, stresses the importance of change management, and takes the delegates through a case study of a lean turnaround of an FMCG business.</p> <p>Attendees then participate as ‘employees’ in a process simulation game which illustrates the practical use of lean principles to continually improve a fictional business from a state of total chaos to world class. It does this through a series of rounds with the ‘employees’ having to suggest and implement improvements.</p> <p>Not only does this give the attendees the opportunity to apply the lean principles, it also looks at the softer aspects of lean, like team dynamics and staff development.</p>
Tea				
Time	Workshop 9 (half day)	Workshop 10 (half day)	Workshop 11 (half day)	Workshop 12 (half day)
13:30-15:30	<p>Outside-in: using the customer experience to drive CI <i>Andrew Richmond, House of Performance, RSA</i></p> <p>Today more than ever companies are turning to improvement methodologies to address inefficacies and drive down costs. The lean approach is to do this from a customer perspective. Yet, are we really putting the customer at the centre of our lean initiatives as we strive for cost reduction? By designing and executing a customer experience strategy, not only will costs be reduced through the elimination of waste, but revenue will increase through new business and customer retention.</p>	<p>The foundation for a successful Lean Journey: the Lean Mental Models and Lean Contradictions <i>René Aernoudts of the Lean Management Institute, Netherlands</i></p> <p>If you want your lean journey to be successful, you have to start with learning about the Mental Models and Contradictions that can either block or stimulate your lean activities.</p> <p>In this workshop you will learn about these Mental Models and Contradictions within lean. In interactive exercises, you will get to know how to deal with them and how to adjust your way of managing people and processes. Lessons that can prove to be essential in driving your lean journey!15/09/2010</p>	<p>Making World Class Ducks <i>Hilton Mentor, CCI-GrowthCon, RSA</i></p> <p>Lean? No idea what it means? Starting out or on the journey already? This workshop is for you. On the back of rave reviews from LSA2009, CCI-GrowthCon again hosts an interactive workshop. Delegates will learn the basics of lean, and its application to a variety of industries, through an exciting and practically focussed game called “Making World Class Ducks”. From “value” and “flow”, to “pull”, “takt” and everything in between, delegates will leave the workshop with a much better grasp of the principles of lean and its potential application back in their workplace.</p>	<p>Visual Management Practices Workshop <i>Peter Handlinger, Turnstone, RSA</i></p> <p>Visual management practices are found in many different functional disciplines – albeit for different purposes. Using these practices to visualise performance is found predominantly in the manufacturing & production environments although the principles underlying Visual Management as a management tool are universal. This workshop will expose participants to these principles and encourage them to seek applications within their own environments – or improve the ones already in place. The workshop will cover aspects of human perception, data visualisation, communication principles and A3 reporting.</p>
Tea				
17:30	Close			

15-Sep-10