

A conference and hands-on learning experience for senior executives



LEAN BUSINESS SUMMIT

13 March 2008

The Derby Conference Centre, Derby



Discover how to improve productivity throughout your business and across your supply chain

BOOK NOW



▲ Learn how to be lean from manufacturing experts

A partnership of the sector-leading magazines *Manufacturing Computer Solutions* and *Works Management*, together with the *Association for Manufacturing Excellence*, presents an opportunity to hear from and work with Lean manufacturing experts towards improving productivity on the shop floor, throughout your business and supply chain.



Whatever stage you've reached in your Lean programme, this one-day summit is an unmissable opportunity to learn from your peers and get involved in a series of hands-on workshops.

Who should attend?

All those with responsibility for contributing to continuous improvement in the strategies and operational efficiency of the enterprises they serve. According to company size, this will include managing directors and directors and managers of finance, operations, production, supply chain, design and IT.

What you will learn

In the morning you will be sharing in the Lean experiences of your manufacturing peers and, in the afternoon, you will participate in a choice of six streams of intensive, hands-on workshops.

Specifically, you will hear about:

▲ Meeting the challenges of implementing a lean programme in a non-automated environment.

▲ Maintaining UK production in a market sector that has otherwise all but decamped to low cost countries.

▲ How workforce response helped a dramatic improvement in turn-round, a hike in productivity and improvement in on-time delivery.

▲ Developing and implementing a lean production system to meet a requirement for a step change in output volume.

...and then hone your skills in a series of workshops.

▲ Meet genuine lean manufacturing practitioners

▲ Hear top class business study evidence

▲ Work and learn in expert-led workshops

▲ Try and test tools and techniques

▲ Participate in simulation exercises

▲ Takeaway plans for action

▲ The Conference programme

Agenda

- 8.30am Registration
9.00 Introduction
9.15 **Lotus: World Class and Automation-free**
John Vigar, Manager for Continuous Improvement and Business Coordination, Lotus Cars
- 10.00 **Staying On**
New Balance Athletic Shoes; Andy Okolowicz, Factory Manager and Ian Wilson, MSc in Lean Operations
- 10.45 Coffee
11.00 **Changing History**
Peter Taylor, Director of Operations, Langer UK
- 11.45 **The Bentley Production System**
Shaun McNeil, Senior Production Systems Development Manager, Bentley Motors
- 12.30 Lunch
1.30 **Workshop streams**
- Stream 1: Making a difference - high impact tools and techniques
Stream 2: Extending Lean through the organisation
Stream 3: Milking it: herding purple cows for Lean enterprise
Stream 4: Leveraging Lean
Stream 5: Leading and sustaining change
Stream 6: Getting started on Lean

Four expert case studies



Lotus: World class and automation-free

John Vigar, Manager for Continuous Improvement and Business Coordination, Lotus Cars

"Vision, a mission statement, empowered employees, systems and techniques, all working towards achieving common objectives that are clearly defined in a business plan." Yes, it sounds good, but how has Lotus learned to apply the set of specific best practices and Lean principles that have been integral to its success as an automation-free world class manufacturer of an exciting and iconic range of niche sports cars? John Vigar explains.



Staying on

Andy Okolowicz, Factory Manager, New Balance, and Ian Wilson, The Manufacturing Institute

New Balance is a US-owned company that produces its highly respected running shoes at a UK manufacturing facility near Maryport on the west Cumbrian coast, where it employs 200 people. It has five factories in the US too. The company remains committed to manufacturing in Britain, producing more than 28,000 pairs of shoes a week, and deriving nearly 90 per cent of sales revenues from exports. The Manufacturing Institute's Ian Wilson, an MSc in Lean Operations, works with New Balance to realise impressive Lean performance benefits.



Changing history

Peter Taylor, Director of Operations, Langer UK

The continuing story of how a company producing custom made orthotics changed its historical approach to manufacturing and developed a Lean manufacturing philosophy. Peter Taylor will show how the company achieved a reduction from a 28 working day turn-round down to three working days, an increase of 63 per cent in productivity, plus an improvement in on-time delivery from 43 per cent to 99 per cent. Impressive figures, but he will also show the response of the workforce and how their input is creating continuous improvement throughout the company, from the shop floor through to customer service.



The Bentley production system

Shaun McNeil, Senior Production Systems Development Manager, Bentley Motors

This is the story of the development of a production system that was the foundation for increasing production volume ten-fold, using the tools, techniques and Lean philosophy practised at Toyota. This presentation will include the development and implementation of the Bentley Production System, manpower planning, recruitment and redeployment, production training and development, kaizen continuous improvement activities, and sharing best practice as a benchmarking facility for Lean manufacturing.





The Workshops



1. Making a difference - high impact tools and techniques

Andrew Nicholson, Nicholson Consultancy

This practical workshop helps you understand which of the many tools and techniques out there will work best for you. It provides an overview of the main

approaches to Continuous Improvement, then focuses on how to apply some high impact tools and techniques. Whether you're new to Lean, or you want to get more out of it, you'll learn how to:

- ▲ Understand the main approaches to Continuous Improvement
- ▲ Improve customer service, engage employees and increase profits
- ▲ Improve quality
- ▲ Eliminate waste and improve flow
- ▲ Tap in to people power

The workshop leader will be accompanied by real world practitioners who can talk about their own experiences in applying tools and techniques at the coal face.



2. Extending Lean through the organisation and the supply chain

Alistair Brass, JRBH Strategy & Management

The organisational revolution that made Toyota truly successful will provide the inspiration for this workshop. It will introduce the importance of

leadership and the key principles behind the expansion of Lean philosophies beyond operational areas into the whole organisation and out to the supply chain. Accompanied by other real world practitioners, this ex-Proctor & Gamble workshop leader will share practical examples of success outside the confines of operations in

the supply chain, customer service, budgeting, employee engagement. You will be able to try it for yourself, learn how to get started on the expansion and find out what results you can expect.



3. Milking it: herding purple cows* for Lean enterprise

Chris Ellins and Beverley Hamilton, Total Flow

Most lean systems aren't short of technical content, tools or techniques.

Most managers focus their time and energy on overcoming resistance, discord and 'all that is wrong in our world!' Successful Lean enterprise depends not on coercing compliance, but on inspiring, leading and engaging people to create and deliver remarkable transformations collaboratively. Be prepared to have your paradigms disrupted, your thinking transformed. Be inspired to lead your herd to moo as you learn about:

- ▲ The way to pastures new
- ▲ Managing the farmyard
- ▲ Inspiring symphony from cacophony

(*Purple Cow: A remarkable business product or service that people want to talk about)



4. Leveraging Lean

Richard Holland, TBM Consulting Group

This Masterclass mixes instruction with a practical simulation to show the real transformation that's possible within your own business. It will also provide realistic expectations and timelines for results – giving



a structure to your efforts to expand Lean across the supply chain. Learn the key components for Lean success – which include, crucially, great leadership, vision and communication. And hear how the LeanSigma model can be deployed to boost performance, increase customer satisfaction and drive home competitive advantage.



5. Leading and sustaining change to create a truly Lean enterprise

Paul Archer, Oliver Wight

The leadership challenge posed by Lean is two-fold: 'How do we get our people to pursue sustainable improvement as part of their day job?' and...

'What should we do to get managers and leaders to create the right environment?' So, it is crucial from the outset to understand that successful Lean implementation is as much about cultural transformation as process transformation. The Lean journey requires that managers strike a new balance between 'managing' and 'leading'. That demands new skills and an 'enlightened' approach. Simply deploying Lean tools and techniques is not enough. This

workshop shows how to develop such an approach, outlining the leadership considerations of Lean and then using the critical elements for a successful and sustainable cultural transformation.



6. Getting started on Lean

Nigel Lack and Nicola Scott, Unipart

It's a chilling fact, but over 90 per cent of lean implementations fail and only four per cent of companies complete their planned activities. This very practical

session will leave you with a plan to go and do Lean. Facilitated by Unipart, a leading exemplar of Lean in the UK, it draws on its own journey and those of the clients it works with to implement business transformation. Broken in to a number of bite sized chunks, the facilitated session shares experience and makes it practically relevant to participants around questions including:

- ▲ So what is this Lean journey people keep talking about?
- ▲ What tools and techniques are there?
- ▲ What will they do for me?
- ▲ How ready is my business for this?
- ▲ How do I avoid failure?

Feedback from delegates at previous Lean events

"Thought provoking"

"An excellent event"

"Inspiring and powerful"

"I now feel as though stuff might actually be possible - even in the new world"



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By improving the efficiency of their supply chain operations, companies can reduce costs, improve margins, strengthen customer service, and enhance their competitiveness.

However, it is now increasingly recognised that an efficient supply chain is also a Green supply chain. Infor SCM helps companies to optimise resource usage, product distribution, and service quality. At the same time, this solution supports their efforts to go Green, helping them minimise fuel usage, reduce carbon emission and lessen waste. Infor SCM helps you effectively manage even the most complex supply chains in a manner that also helps support your Green initiatives.



After almost 15 years serving our clients, TBM today is proud to be the global leader in business performance improvement – on four continents and in seven languages.

Using time-based management, we help our clients remove obstacles to their business potential – and achieve new competitive advantages and consistent sales and earnings growth.

As you read this, somewhere in the world our consultants are working side-by-side with client teams to drive Lean culture change and fast, dramatic improvement – rooted in the fundamentals of the Toyota Production System.



Sustainable Business Improvement through Knowledge Transfer

The largest world-wide consultancy of its type, Oliver Wight are leading business improvement specialists who can educate, coach and mentor your people to lead and sustain change on the journey to business excellence.

By transferring our knowledge to your organisation - knowledge that comes from many years of working with some of the world's best-known companies - we will help you define your vision of the future and inspire your people to drive change throughout your business. It's a proven, integrated approach that delivers results that stick - and that means reaching performance levels of 99 percent or more.

Lean Business Summit 2008

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