

The Lean Management Journal **ANNUAL 2011 CONFERENCE**

Insight, inspiration and collaboration on your lean journey

The Hilton Metropole
Birmingham (NEC)

16th June 2011 - 09:00 to 17:00

Over **15** inspirational speakers and best practice case studies including:



Bill Bellows
President
In2:InThinking Network



Dr Nick Rich
Honorary Fellow
Cardiff University



Peter Watkins
Global Lean Enterprise & Business Excellence Director GKN



Justin Watts
Continuous Improvement Manager
Burtens Foods



Eugene Murphy
Lean Manager
Delphi Diesel Systems



Dr. David Bamford
Senior Lecturer in Operations Management
Manchester Business School



Martyn Craske
Head of Lean
DWP



Dave Peart
Maintenance Coach, Sora Group & former Engineering Maintenance Manager, Nissan Motor Manufacturing



Dr. Zoe Radnor
Professor of Operations Management
Cardiff Business School

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Dear delegate,

Welcome to Lean Management Journal's second annual conference. Since the journal's inaugural issue in 2009, we are happy to say that LMJ has grown in confidence, quality and vigour; a success trajectory in which you, as readers, delegates and contributors have played a critical role.

Looking forward to the education and knowledge sharing that the conference will provide we are always encouraged how our LMJ delegates are always open-minded and do not anticipate where their most relevant lessons will come from. Deming once said: "You should not ask questions without knowledge for asking the wrong question will reveal nothing". We hope that the speakers and case studies will be able to give you the knowledge you need to ask ever more challenging questions about your understanding of lean thinking and its relationship with your organisation.



Jon Tudor

Head of Programmes
Lean Management Journal

Who should attend?

Leaders of improvement or transformation initiatives in multi-site or enterprise-wide programmes.

- Public and private sector organisational leaders.
- Global or multi-site operations and production directors.
- Process/Operational excellence directors and managers.
- Lean Managers and directors.
- Change management managers and directors.

LMJ Annual Conference - Closing Keynote Session

Dr Bill Bellows

President

In2:InThinking Network



Unlocking a Thinking Phenomena of The Toyota Production System

Many current management practices naturally evolve towards sub-optimization while companies engaged in Continuous Improvement focus on seizing savings through an incremental "Faster, Better, Cheaper" attitude.

By contrast, Bill, an Associate Fellow in the InThinking Network at United Technologies' **Pratt & Whitney Rocketdyne** will illustrate the distraction that TPS and other improvement methodologies, which have been adopted dogmatically by organizations across sectors, represent. He will clarify the unifying practice of continuous investment and solution tailoring which gives TPS its foundations and challenge delegates to consider whether their own lean implementations truly respond to their own business needs. Expanding on this theme Bill will encourage delegates to consider whether their approach to lean thinking is in fact limiting the scope of the competitive advantage available – he will ask "do we want to be able to travel down the same road faster, or should we be asking ourselves if there is a better road altogether."

Core to Bill's beliefs is the idea that there are missing links in the lean fraternities understanding of the connections between organization thinking and the inherent systems which affect long term performance. Attendees will learn to better appreciate how their thinking is often causing them to focus on problem solving and not see a wider array of opportunities for valuable investments.



Conference Chairman



Dr Nick Rich

Honorary Fellow. Cardiff University

Nick Rich was a co-founder of the Lean Enterprise Research Centre with Professor Dan Jones and the Innovative Manufacturing Research Centre (Cardiff Business School). Nick still holds an Honorary Distinguished Fellowship at the University and he continues to write and supervise his masters/doctoral students. Nick has authored five books on lean thinking and numerous papers.

Thursday 16th June Keynote Presentations



Martyn Craske

Head of Lean
DWP

The DWP lean challenge was staggering. 120,000 employees spread over 1,000 locations, but under Martyn's leadership the DWP Lean Programme has engaged the business to generate impressive results. Getting the results has taken Martyn on a roller coaster journey of building lean capability and performance in one of the UK's largest public institutions. Join Martyn as he illustrates many of the leadership challenges he has faced on his five year journey, exploring many of the methods and techniques employed in a complex environment with many layers of management and stakeholders. Delegates will also get a greater understanding of how to develop cultural alignment in your leadership to ensure your lean journey keeps to the path.



Professor Zoe Radnor

Professor of Operations Management
Cardiff Business School

Professor Zoe Radnor is a Professor of Operations Management at Cardiff Business School. Her area of interest is in performance and process improvement in public services. Zoe is currently a Management Practice Advanced Institute of Management (AIM) Fellow considering sustainability of Lean in public services. Previously, she has been Project Manager of a research project for the Scottish Executive which evaluated how 'lean' techniques were and could be used in the public sector. She has also led evaluations of the implementation of Lean and associated techniques in HM Revenue and Customs, HM Court Services and, in HealthCare organisations. She is currently leading a research project 'SLIM' which aims to develop a Strategic Lean Implementation Methodology for Hospitals. She has published over 40 articles, book chapters and reports. Zoe presents, advises and sits on a number of boards and committees for organisations such as the Audit Commission, Welsh Assembly Government and, National Audit Office.



Peter Watkins

**Global Lean Enterprise
& Business Excellence Director**
GKN

Peter is responsible for developing, directing and implementing the Lean Enterprise and Business Excellence (EFQM) approach for GKN Plc (Aerospace, Automotive, Land Systems & Powdered Metals) in over 130 facilities 30 countries with over 38000 employees. In the role he has introduced "Flow of Value" thinking into the organisation to break through traditional management thinking, works with a team of Global Continuous Improvement Leaders to support divisional CEO's and Lean Directors develop their Lean capability and strategic direction and operates as key member of Lean Enterprise Sub Committee (chaired by GKN CEO) to develop strategic direction on structure, knowledge and process support. Peter is responsible for deployment of following Lean Enterprise approaches: People Excellence, Business Process Excellence - (Lean Office Processes), Production Excellence, Extended Value Stream - Supply Chain.



Dr. David Bamford

Senior Lecturer in Operations Management
Manchester Business School

The Lean Leadership Paradigm

David will focus on the people vs. task paradigm, discussing how both of these components require lean to ensure success. David's academic activities are underpinned by a strong industrial and commercial background. His many teaching/programme and activities have included Director - NHS Leadership Programme and he has led modules for the Executive Education group, working with companies such as TATA, SITA, and BP. He has recently co-authored the Essential Guide to Operations Management 2010.

Thursday 16th June Breakout Sessions



Dave Peart

Maintenance Coach, Sora Group & former Engineering Maintenance Manager, Nissan Motor Manufacturing

Management and Maintenance Improvement – A strategic approach

After 20 years Maintenance and Management experience at Nissan, Dave has successfully spread best practice to multiple companies across multiple sectors. This session will provide an insight into how to develop and enhance your Maintenance and Engineering function and focus on achieving world class reliability of your equipment. Dave will include a case study to reinforce the message of deploying strategies clearly and effectively, and to highlight the key enablers and barriers to success.



Justin Watts

Continuous Improvement Manager
Burtons Foods

The missing link for sustaining lean efforts

The success of the lean implementation at Burtons Foods can be focused around their emphasis on learning, skill development, leadership, problem solving and stabilisation through the use of the TWI method of Job Instruction. This presentation will illustrate their approach to Job Instruction (JI). Employees using Job instruction are taught how to effectively breakdown a job and deliver instruction for individual tasks using a four step method; Prepare the worker; present the operation; try-out performance; and follow-up. This session will deal with the fundamentals of the instruction method and will identify the pit falls and common errors when implementing JI.



Martin Brown

Master Tooler
The Royal Mint

1,000 years and Lean Evolution Begins

Martin will present a lean case study involving a 1,000 year old manufacturing organisation, The Royal Mint. Internationally known it is the world's leading export mint, making coins and medals for an average of 60 countries every year. However, its first responsibility is to make and distribute United Kingdom coins as well as to supply blanks and official medals. Its manufacturing operations are based in South Wales, employing over 700 people, and although government owned, is committed to providing financial returns to the UK government. Lean has recently come to the Royal Mint as it plans for organic growth and sustainable profits.



Eugene Murphy

Lean Manager
Delphi Diesel Systems

Meeting The Delphi Standards

Delphi Diesel Systems is recognised for its global leading excellence and has been at the leading edge of high technology for over 30 years. The automotive products that Delphi manufactures require particularly demanding precision and exceptionally high skill levels. Providing continuous development is at the core of the business to ensure it meets all of the demands of the automotive supply chain. Eugene will be sharing his experiences of using best practice lean techniques in the quest of attracting the right candidates to grow the business, the huge training investment into each new recruit to meet the Delphi standard, and the legacy of the existing workforce.



Delegate fees and discounts	Early Bird – Register before 20th May 2011	Registrations after 20th May 2011
Public and private sector delegates	£295 +VAT	£395 +VAT
Solution providers to public or private sector**	£595 +VAT	£795 +VAT

** Solution provider's rates apply to delegates representing organisations who provide business solutions to the public or private sector. For further information on eligibility contact Benn Walsh on 0207 202 7485

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**To Register A Place Please
Contact Benn Walsh At:**

Tel: 0207 401 6033 or 0207 202 7485
Email: b.walsh@sayonemedia.com



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