

Learn how to apply

The Shingo Principles of Operational Excellence

2 Day Workshops at



or



HM Revenue
& Customs

or



Rolls-Royce

29th - 30th May 2012
Halewood, Merseyside

20th - 21st June 2012
NIC&EO, Newcastle
upon Tyne

10th - 11th July 2012
Inchinnan, Glasgow



THE SHINGO PRIZE
for OPERATIONAL EXCELLENCE



INSPIRE

EDUCATE

IMPROVE

A world standard for the global economy

The Principles of Operational Excellence Workshops provide a unique opportunity to learn how to use the Shingo Model to drive transformation and achieve world-class business results over two highly intensive and interactive days.

By attending one of the workshops you will learn about the principles of operational excellence through The Shingo Prize Model and see its application through Gemba “go see” exercises in advanced manufacturing and service environments. This includes assessing the host site against dimensions of the model. You will also be able to share ideas with a small number of like minded managers facing similar challenges.

**“To know how is not enough.
You need to know why.”**

Dr. Shigeo Shingo



About the Shingo Prize Model

The Shingo Prize Model provides companies with a blueprint to achieve operational excellence and is a catalyst to drive lean transformation, building a solid foundation for deep and sustainable cultural change. By offering the opportunity for independent verification against global standards it also provides a robust framework against which businesses can measure their performance and most importantly identify opportunities for improvement.

Since 1988 the Shingo Prize has educated, supported assessed and recognised operational excellence in outstanding companies across the globe. It is rapidly becoming the business model of choice for global businesses who want to truly embed operational excellence often across multi site/country operations.

Attend the workshop and learn how to:

- Align your continuous improvement activities across your entire organisation to achieve your business goals.
- Use the unique capacity of The Shingo Prize Model to guide and drive your lean transformation.
- Create the consistency of purpose required to achieve strategic goals.
- Understand how tools enable systems but systems drive behaviours.
- Link tools and systems that drive consistent behaviours across your organisation.
- Embed organisational culture which creates enduring continuous improvement.
- Assess where your organisation is on the road to global operational excellence.
- View your organisation through the lens of the Shingo Guiding Principles and prepare and challenge for The Shingo Prize.



The content of the two day workshops include:

The principles of behaviour driven culture

- Assessing behaviours across an organisation to understand culture and sub cultures
- The factors that influence and change culture
- Achieving cultural as well as technical transformation

Understand the difference between tools, systems and principles

- The interdependency between tools, systems and behaviours
- Understand that tools enable systems but systems drive culture

Achieving enterprise wide alignment

- Creating consistency of purpose between different parts of the business
- How to think systemically across the organisation

Assessing results

- Identifying cause and effect relationships
- Undertaking impartial assessments in real life environments

A detailed introduction to the Shingo Model

- The philosophy and elements of the model
- How principle based assessment works
- Internal self assessment and the application process

About Shigeo Shingo

Dr Shingo is a renowned protégée of Taiichi Ohno, one of the greatest contributors to modern manufacturing thinking. His principles form the backbone of the Toyota Production System and their most effective manufacturing practices. His teachings are reflected in the Shingo Model and Prize, which is derived from the world's leading exponents of lean thinking and operational excellence. The Model recognises companies not only for achieving outstanding results, but for focusing on the principles that drive behaviours to achieve these results.

Who should attend the workshop?

This training is designed for senior managers responsible for introducing and managing lean transformation across their organisation. Attendance is by invitation only and places are strictly limited.

Previous delegate feedback includes:

“A top class opportunity to reflect and re-establish tools and techniques built up over years, coupled with some new ideas to better integrate and develop them”.

“A structured way to review complex organisations in a timely manner.”

“It gave me the knowledge and ‘eyes’ to move my organisation onwards to operational excellence”.

Delivered by the UK's only Shingo Educational Partner

The Manufacturing Institute is an independent charity founded to educate, inspire and improve manufacturing companies and their employees. We deliver a wide range of high quality education, training and consultative services. During the last decade we have helped over 5,000 manufacturers to improve their productivity and delivered improvements in performance in excess of £1.1bn. We work with many of the UK's largest manufacturers to build operational excellence in some of the world's most effective factories and their supply chains.

Working closely with the Shingo Prize administrators at Jon M. Huntsman School of Business at Utah State University, The Manufacturing Institute draws upon the expertise and experience of a pool of global companies and experts at the vanguard of operational effectiveness. We use this knowledge to bring you the very latest thinking on implementation of the Shingo Model.

The workshops will be led by an experienced Shingo practitioner:



Eilish Henry

Eilish is a Shingo Prize Examiner and leads Practitioner Services at The Manufacturing Institute. She has an enviable record of introducing significant efficiency and cultural change programmes across a range of organisations, helping managers to stretch limited

resources for improved performance. Eilish has a wide range of experience in spearheading lean transformations across both manufacturing and service delivery environments and was awarded an OBE in 2004 for her work to introduce lean practices to parts of government.



Adam Buckley

Adam has extensive business experience in managing transformation programmes across the UK and Northern Europe across a number of industries including FMCG, Advanced Manufacturing, Chemicals, Ceramics, Textiles, Printing and the Health Sector. He has been instrumental in developing

the Institute's Operational Excellence framework working with the internationally recognised Shingo Prize. Adam has particular expertise in managing culture change programmes, introducing business improvement systems and wider business strategy planning and implementation.

About the host sites

Jaguar Land Rover

The Halewood plant is an award-winning, world-class manufacturing facility and home to the current Land Rover Freelander and the new Range Rover Evoque. It features 300 acres of manufacturing space and includes press shop, body and white assembly, paint shop, trim and final area. The site has doubled its workforce over the past 12 months and is working at full capacity to meet surging international demand for its products.

NIC&EO

The National Insurance Contributions Office is one of the government's original "model offices" and a trailblazer in the adoption of lean principles. The site employs over 5,100 staff and is responsible for maintaining over 70 million National Insurance accounts, processing more than 59 million End of Year notifications and accounts for over £93.2 billion in National Insurance. It has achieved a progressive change in culture, leadership and management behaviours which has increased productivity across all main processes, reduced customer waiting times and enhanced employee and leadership capabilities.

Rolls-Royce

Opened in 2004, the Inchinnan facility is one of a network of modern, state-of-the-art manufacturing facilities in the internal Rolls-Royce gas turbine supply chain. Working across four plants, 33 manufacturing cells and approximately 1,000 pieces of equipment, the 1000 strong workforce makes compressor blades and seals for a range of Rolls-Royce engines. Moreover, by procuring gas turbine related products and services, they also provide a competitive advantage to Rolls-Royce globally.

“The Nobel Prize for Manufacturing Excellence”

Business Week

Registration Information

The delegate cost of the workshop is £950 plus VAT. A 15% discount is available for three or more places.

Places are strictly limited

To reserve your place call Laura McNee at The Manufacturing Institute on:

+44 (0)161 875 2525 or email:
laura.mcnee@manufacturinginstitute.co.uk

Agenda*

Day One

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|----------------------|--|
| 08:00 - 10:30 | Welcome. Introductions.
The Shingo Prize context, enablers and continuous improvement Culture and principle focus |
| 10:30 - 10:45 | Break |
| 10:45 - 13:00 | Principle driven behaviours |
| 13:00 - 13:30 | Lunch |
| 13:30 - 15:10 | Systems and tools focus |
| 15:10 - 15:30 | Break |
| 15:30 - 17:30 | Principle based assessment “go and see”: first practical exercise |

Day Two

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|----------------------|--|
| 08:00 - 10:30 | Principle based assessment “go and see”: second practical exercise |
| 10:45 - 12:30 | Principle based assessment “go and see”: third practical exercise |
| 12:30 - 13:30 | Lunch |
| 13:30 - 14:40 | Feedback on assessment to site host |
| 14:40 - 16:00 | Achievement and report writing |

*All bookings are subject to host site approval.

Past attendees include:

BAE SYSTEMS

Boston
Scientific



Kellogg's

LEYLAND TRUCKS
A PACCAR COMPANY

PZ
Cussons

IPSEN
Innovation for patient care

 **NOVARTIS**



SIEMENS *syngenta*

 **Piramal Healthcare**
knowledge action care



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