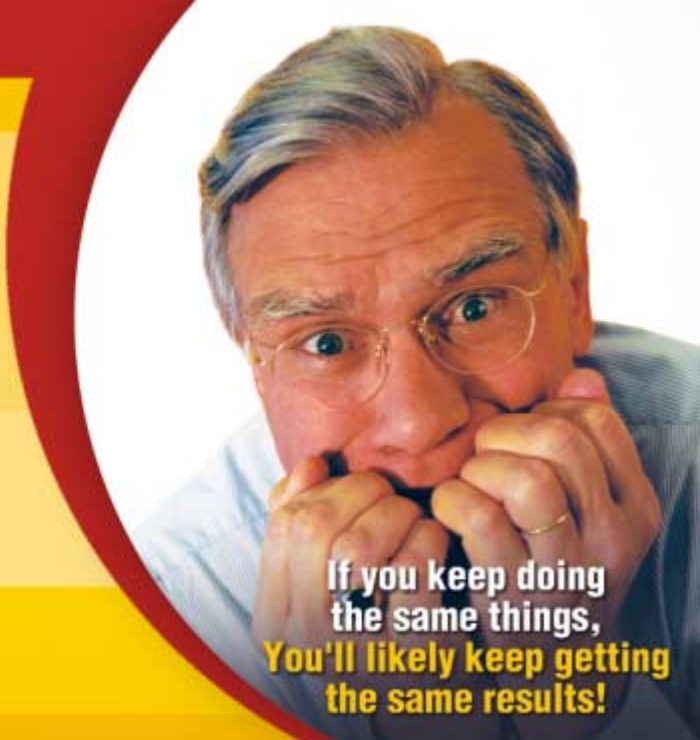


conducted by experienced practitioners...

# INTRODUCTION TO WORLD CLASS FUNDAMENTALS

## Breakthrough Performance

Modelled on the Toyota Production System



If you keep doing the same things, You'll likely keep getting the same results!

## World Class Fundamentals

“ The Concepts, Techniques and Tools of the Toyota Production System have been successfully applied by a number of World Class Organisations to activities such as Administration, Healthcare, Sales & Distribution in addition to Manufacturing.

The methodologies are well established and well proven and are referred to as 'Lean Manufacturing' or 'Lean Thinking'.”

## Fast Facts

Organisations which have successfully implemented Lean elements have seen the following improvements:

### Administration

- Business Transaction Cycle Times reduced by 50% to 90%
- Order Entry cycle time reduced from 2 days to 7 minutes
- Accounts Payable cycle time reduced from 2 days to 4 hours
- Office Productivity gains of 62%
- Credit Note occurrences reduced by 75%
- RMA Turnaround improved by 40%
- Office Area space occupancy reduced by 30% to 60%

### HealthCare

- Same day office visits
- No-wait emergency room
- Productivity gains of 62%
- Operating Room changeover time reduced from 42 to 15 minutes.
- 20% increase in number of surgical procedures performed in a day

### Distribution

- Stock on hand at Regional Centres reduced by 50%
- Stock on hand at retail stores reduced by 75%
- Simultaneously Service Level increased from 92% to 98.5%
- Replenishment Cycle Time reduced by 40% to 95%
- Costs reduced by 15 to 20%

### Manufacturing

- Manufacturing Cycle Time : 40% to 95% reduction
- Inventory: 40% to 80% reduction
- Manufacturing Floor Space: 25% to 60% reduction
- Productivity: 25% to 60% improvement
- New Product Introduction Lead-time: 30% to 50% reduction
- Manufacturing Operating Costs: 15% to 25% reduction
- Defects / Scrap: 30% to 50% reduction

### Characteristics of World Class (Lean)

<b>Customer Focussed</b>	Make value flow for the customer
<b>Simplicity</b>	Tools are simple – no complex computer systems, no large capital investments
<b>Team Based</b>	Participation and Empowerment
<b>Visibility</b>	Visual Controls
<b>Prevention</b>	Error Proofing
<b>Time</b>	Reduction in Cycle and Lead Times
<b>Waste</b>	Identification and Elimination of Waste

## FOUR AWARENESS Workshops

(Each workshop is standalone)

1. Comprehensive Notes
2. Templates, Checklists and Case Studies
3. Class Simulations, or Worked Examples
4. 'How To' Proven Implementation Methods
5. Specialised Tools

### 1 Fundamentals of World Class – Thursday 6th March (Lean Thinking) – Introduction

Historical Development, Benefits, Learn the 5 Principles of Lean, 7 Wastes, Characteristics of World Class, Introduction to Core Elements and Tools: Establishing a Strategy, Customer Value Focus, Organisational Basics (5S), Flowing Value Added Activities, JIT Production, Cycle Time Reduction, Pull Systems, Six Sigma, Workforce Empowerment, Pursuit of Perfection.

### 2 Visual Based Tools & 5S – Thursday 13th March

Participation through shared information. Visual devices are powerful solutions for working smarter, not harder, and which can dramatically improve quality, service, lead-time, and employee morale. A visual workplace shares vital information quickly. Learn to use visual charts to manage daily activities, such as scheduling. Organisational Basics (5S), Concept of Standard Work, Error Proofing. How to implement and sustain the 5S methodologies and leverage as an agent for culture change.

### 3 Effective Office – Thursday 20th March

Review of Lean Principles. Application of World Class Fundamentals and Lean Tools to administrative functions, including those with high transactional volumes which are labour driven. Application of Organisational Basics (5S) and Visual Tools to the office. Definition and identification of administration wastes. Creation of Visual controls. Value Stream Mapping - 8 step methodology to planning, mapping and sustaining improvements. Case studies.

### 4 Time Based Tools, JIT – Just In Time – Thursday April 3rd

Learn Concepts of Takt Time and Cycle Time. Relationship between Cycle Time, Batch Size, Setup and Inventory. Class JIT learning 'game'. Concept of Single Piece Flow, using Kanban for Production Control, Quick Changeover techniques, Total Productive Maintenance. Kanban Pull Card Tool, Lot-Size and Lead Time Tool, Pacemaker Tool, Machine Capacity Analysis Tool.

# The objective of these **FOUR WORKSHOPS** is to provide you with the 'Big Picture' of what World Class / High Performance is all about and how companies are competing and winning in today's global marketplace.

## World Class Thinking

- Elimination of Waste – Visual Tools
- The Voice of the Customer – Customer Values quantified and communicated
- Visual Performance Management – Build ownership through shared information
- Employee Teams –immersive culture change

## Outcomes

- Cost and Inventory reduction, increase in profitability
- The alignment of Operational Metrics to Customer Needs
- Breakthrough Performance, improvement in quality, reliability, responsiveness & service
- The evolution to a culture of Continuous Improvement
- Job enrichment and satisfaction

## Workshop Registration

Please complete one form for every person attending  
FAX THIS FORM TO (02) 9880-2246 or Register On-Line [www.leanaust.com](http://www.leanaust.com)

<b>REGISTRATION FEE</b>	\$595.00 per person per Workshop , plus \$59.50 GST = \$654.50 – Includes lunch, refreshments and course materials
<b>GROUP DISCOUNT</b>	Register 3 attendees from your organisation, and the fourth attends free
<b>COURSE DISCOUNT</b>	Attend three workshops, and the fourth is free.
<b>VENUE</b>	CMA Training Centre, 67-73 Hilliers Road, ( cnr Hall Street ) Auburn NSW 2114 - Easy Parking, Walk Station, Access from M4
<b>CUSTOMISATION</b>	Custom In-House Workshops, can be designed and conducted for a fixed rate.
<b>INQUIRIES</b>	Brian Levitan (02) 9880-2211 Mobile: 0404039924 Email <a href="mailto:blevitan@leanaust.com">blevitan@leanaust.com</a>
<b>METHOD OF PAYMENT</b>	Cheque or Credit Card. Cheques payable to Lean Australia, post to : Lean Australia P.O Box 298 Gordon NSW 2072

Please select and tick as appropriate:

- Fundamentals** – Thursday 6th March
- Visual Tools** – Thursday 13th March
- Effective Office** – Thursday 20th March
- Just-In-Time** – Thursday 3rd April
- 4th Attendee** – Free
- 1 Workshop** – \$654.50
- 2 Workshops** – \$1,309.00
- 3 or 4 Workshops** – \$1963.50

## Delegate Details & Method of Payment

Mr/Ms/Dr/	<input type="text"/>	FirstName	<input type="text"/>	Surname	<input type="text"/>			
Position	<input type="text"/>	Company	<input type="text"/>					
Address	<input type="text"/>				Postcode	<input type="text"/>		
Phone	<input type="text"/>	Fax	<input type="text"/>	Email	<input type="text"/>			
Payment (Please tick)	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<input type="checkbox"/> AMEX	<input type="checkbox"/> Diners Club	<input type="checkbox"/> Cheque (Payable to Lean Australia)			
Debit my Credit Card with amount	<input type="text"/>	Card number	<input type="text"/>	<input type="text"/>	<input type="text"/>	Expiry Date	<input type="text"/>	<input type="text"/>
Cardholder's Signature	<input type="text"/>			Cardholder's Name	<input type="text"/>			