

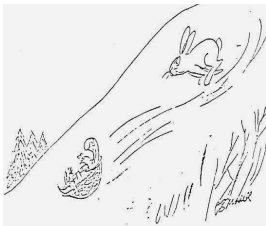
Focus on Improvement: Lean Principles

When you are the best, how do you get even better?

For that matter, why should you?

You are already providing your clients with an excellent service and response. So why should you concern yourselves with looking at your capability? Three good reasons:

- the workload increases annually
- to be competitive, we need to eliminate unnecessary cost in our businesses constantly and improve our responsiveness
- all of us should feel able to contribute to the continuing improvement of our processes



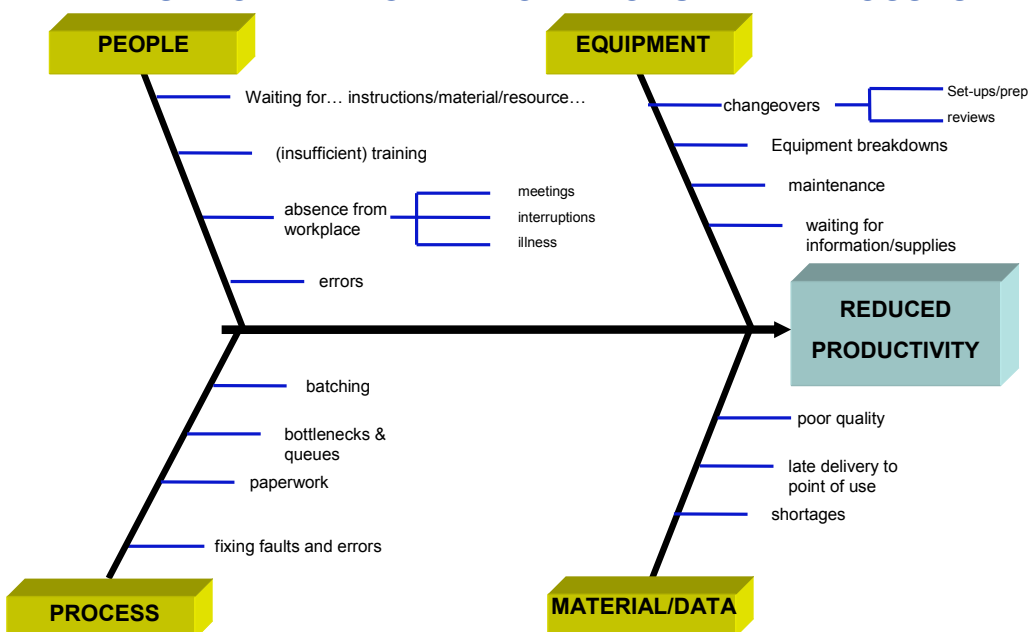
The *Focus on Improvement Workshop* will help you identify 'lean' ways of working using the '8Cs' methodology.

What is 'Lean'?

'Lean' working means simply operating without fat – or waste. Waste occurs in everything and the trick is to recognise it and then change the operation to eliminate or reduce it. Waste shows itself as cost to the business, which means financial losses. It also steals time, which means less output, which in turn means customers having to wait.

The purpose of the 'Focus' workshop is to impart understanding of lean principles and the BHW 8Cs improvement methodology to operations staff, so that everyone can apply these to their part of the process, thereby maintaining quality and reducing needless costs. This will enable the business to cope effectively with the volume of work.

'FISHBONE' DIAGRAM FOR PRODUCTIVITY LOSSES



Focus on Improvement – Lean Principles

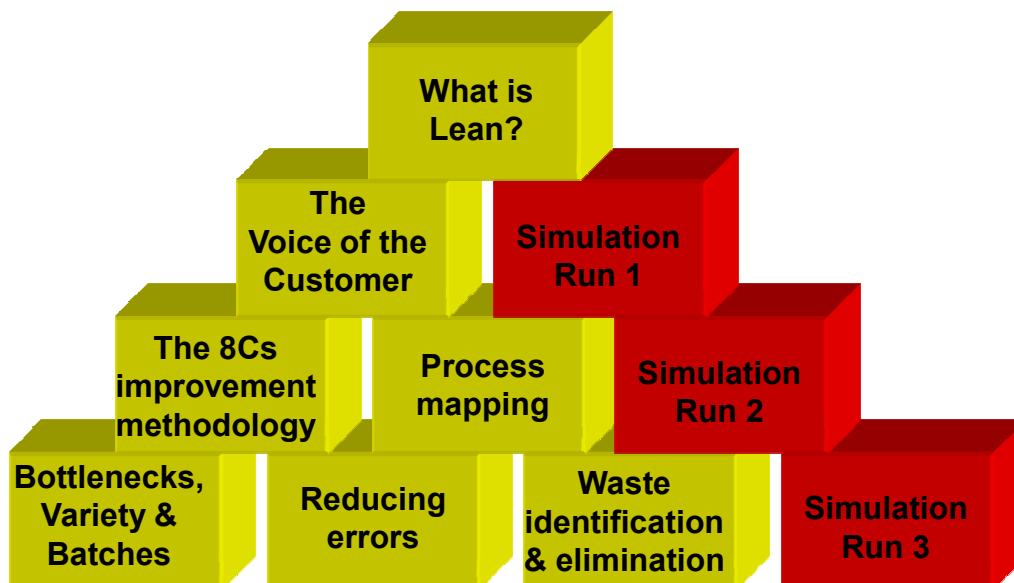
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What will the workshop be like?

The two-day workshop is a mixture of activities, discussion and short presentations. The programme will introduce ideas, tools and techniques for improving processes. Much of the session will be based around a 'game' (a live simulation of a process) to illustrate the concepts introduced.

The programme includes:



What then?

After the workshop, you and your team members will be asked to consider how you might apply the lean concepts in your work area, so that you can develop the best solutions that work for you and that get rid of non-value adding activities, which add cost, waste time and reduce your ability to serve your customers.



Who will be hosting the workshop?

The Burge Hughes Walsh Partnership offers training and consultancy in the field of process and operations management and improvement. Clients have included The Office of National Statistics, General Register Office, Aberdeenshire Council, Philips, AgCo, BAE SYSTEMS, Hotpoint, Siemens, ALSTOM, Convertteam and many more.

Their portfolio includes Lean Process Improvement, Six Sigma, Systems Engineering, Benchmarking and the use of the Business Excellence Model. 'Soft' skills training and personal development includes team building, facilitation skills, communication skills, leadership and self-directed teams development.

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