



Productivity Institute
psl training centre



**Centre for
Continuing and
Professional Development**

Process Optimisation

For **Competitive Edge**

\$549+GST
Register & Pay
By 20th Aug 2010

**For Group
Discounts Contact**
info@pslglobal.net

• 7th & 8th Sept 2010 • HERA House Manukau City Auckland

"All we are doing is looking at the timeline from the moment the customer gives us an order to the point when we collect the cash. And we are reducing that time *by removing the non-value added wastes*" -
Taiichi Ohno (Toyota Engineer)

The vision of process optimisation is "**Continually finding the lowest cost method of consistently meeting customer requirements.**"

Everything that a business does can be described in terms of processes. Process Optimisation is defined as a systematic approach to ensuring that business processes are achieving breakthrough results in customer satisfaction, organisational speed and the cost of doing business. One of the tools to achieve Process Optimisation is **Lean Thinking**.

With Lean Thinking problems in the work flow are identified and the non-value added work components are minimised or eliminated. The various Lean tools available aim to stabilize the processes, improve work flow, build quality at source thereby eliminating defects with standardised process and continuous improvement. Process Optimisation is a way to reduce cost and to become more and more efficient.

"**Optimized Processes**" means more than simply smooth workflows supported by computer systems where appropriate. It means presenting your customers with processes designed and streamlined from a customer's point of view so that it is easy for your customer to do business with you!

Process Optimisation is a tremendous source of competitive advantage, it is a great staff motivator and a wonderful way to earn customer loyalty and grow your business.

SIGN UP TODAY!

Strictly limited seating to ensure value added to all Participants - so book early! Comprehensive course materials will be provided. Delegates who successfully complete this course will receive **Certificate for Participation** from the **Productivity Institute Centre for Continuing and Professional Development**.

— A Division of —



**Productivity
Solutions Limited**

<http://www.pslglobal.net>

PROCESS OPTIMISATION

WHY YOU CANNOT MISS THIS COURSE

By attending this course you will:

- ✓ LEARN various best-class methodologies deployed in Process Optimisation
- ✓ BE ABLE to enhance your competence and productivity, thus making additional value added contributions to your organisations
- ✓ ACQUIRE all technical and analytical skills necessary for conducting technical / operational evaluations
- ✓ GAIN all skills necessary to participate in process audits and improvements
- ✓ APPRECIATE the application of "Lean Thinking" and process improvement concepts to your business
- * **The Course will include activities, videos, case studies and discussions.**

It's Time To Act
> 40% Improvement in Efficiency within a month
(Success Story: Auckland Packaging Co.)

WHO SHOULD ATTEND?

All Managers, Supervisors, Specialist Engineers and other Executives with responsibility for leading and improving productivity levels, including:

- * Plant/Site Managers
- * H&S and Quality Managers / Engineers
- * Process Improvement Managers / Engineers
- * Operations Managers/Supervisors / Engineers
- * Manufacturing/Production Managers / Engineers
- * Maintenance Engineers and Supervisors
- * Technical Specialists
- * Process Managers / Engineers
- * Troubleshooting / Problem-Solving Engineers, and others

TIME TABLE	8:30am	Registration and Coffee/Tea
	9:00am	Programme Commences
	10:30am to 10:45am	Morning Refreshment
	12:30pm to 1:00pm	Lunch
	2:30pm to 2:45pm	Afternoon Refreshment
	4:30pm	End of Programme

IN-HOUSE TRAINING

Why Not Train More People at Less Cost?

If you have a team of people who need to attend this training, it is more cost effective to have this Course customised to your organisation – at your training site. Savings can be significant!

For more information on our in-house training programme, please email info@pslglobal.net

PROGRAMME AGENDA 7th - 8th Sept

SESSION 1: UNDERSTANDING PROCESS OPTIMISATION

Types of business processes: Management processes, operational processes, support processes. This session will focus particularly on operational processes, such as value chain optimisation, quality optimisation, flow optimisation and performance management.

SESSION 2: VALUE VERSUS WASTE

This session will discuss all the different activities which do not add value from a customer point of view called wastes. Taiichi Ohno (Toyota Engineer) developed 7 types of waste: Defects, over production, waiting, transportation, inventory, motion and excessive processing. Another important waste is non-utilisation of staff talents.

SESSION 3: VALUE STREAM MAPPING (VSM) - IDENTIFYING OPPORTUNITIES FOR IMPROVEMENTS (OFI)

A Value Stream is defined as the set of all actions (both value added and non-value added) required in bringing a specific product or service from raw material through to the customer. VSM consists of mapping all activities or process steps involved in both material flow and information flow and analysing all steps and identifying the wastes associated so that potential constraints and opportunities can be identified with a view to optimise the processes.

SESSION 4: WORK AREA OPTIMISATION

This session will discuss the 5S concepts – Which is a 5 step process (Sort, Set-in-Order, Shine, Standardise and Sustain) which helps organisation to reduce non-value adding activities. In a visual workplace what is supposed to happen does happen, on time, every time and 24/7. It is a technique that enables you to understand and make visible what is happening in the workplace.

SESSION 5a: WORKFLOW OPTIMISATION - Just-In-Time

JIT essentially consists of 3 concepts, Takt Time, Flow and Pull. Takt Time enables business to pace demand with supply. Flow ensures that WIP is minimised. Pull system provides a signal so product is manufactured as required. Demand-pull enables a firm to produce only what is required, in the correct quantity and at the correct time. This reduces work-in-process inventory adding directly to the bottom line.

Levelling is an integral part of flow optimisation and enables you to meet varying customer demand without varying the workload on the manufacturing process and is especially useful when a mix of models exist.

SESSION 5b: WORKFLOW OPTIMISATION - Set-Up Reduction

SMED which stands for Single Minute Exchange of Die (or what is popularly known as Quick Changeovers) is one of the tools of "Lean" that helps organizations get closer to that goal by reducing the time required to complete a changeover. This helps smooth the workflow.

SESSION 6: QUALITY OPTIMISATION

One of the important goals of becoming a world-class organisation is to produce quality products and right the 1st time. To achieve this goal, businesses need to act proactively by identifying the failure modes, the root causes and fixing them before something goes wrong.

This session will introduce participants to Problem Solving and Root Cause Analysis Tools such as, Pareto Charts, Fishbone Diagrams, 5 Why Analysis and others.

PROCESS OPTIMISATION

What Others Have to Say About Our

"I found very good value in this course even though I attended many other similar and have attended Gemba Kaizen in Japan" - Production Engineering Manager, Rakon Limited

"Definitely value for money, well presented by a facilitator who obviously knows his stuff in depth" - Heath & Safety Manager, Port Nelson

"Enjoyed the practical part of the course, in actually applying the content to a real situation. Excellent! Extremely beneficial" - ERP Consultant, COGITA

"Excellent Course. I knew a little of Lean Manufacturing before attending and now have the additional knowledge to implement some areas in my workplace. Many Thanks" - Customer Service Manager, MCK Metals.

"Clearly a good listing of modern approaches of production and project improvement. Operational Excellence is a thing not really wide spread in NZ factory floor. Practical examples were very good" - Projects Manager, Baker Cranes.

"It has allowed me to identify a lot of areas in our business for improvement. It is incredibly applicable even though our primary business is maintenance and not manufacturing. Anything we can do to increase productivity in our business to offset the labour shortage is more than worthwhile" - Maintenance Supervisor, ABB NZ.

SOME DOCUMENTED RESULTS OF LEAN THINKING

- Lead times for orders reduced from 12 – 17 weeks to 4 weeks.
- Inventory reduced by \$1.2m out of a total of \$6.3m, a 19% improvement.
- Productivity improved by 110% over a four year period.
- Quote conversion rate was 63%, now improved to 88%.
- DIFOT (delivery in full, on time) improved from 62% to 89%.
- Profitability up 20%.
- Saved \$2M per annum through S&OP Implementation.
- First Pass Yield improved by > 10%.
- Output doubled in 3 months.

ACT NOW! REGISTER TODAY !
CALL 64 (0)21 173 1060
Email: info@pslglobal.net

About Your Course Leader



VISHNU RAYAPEDDI is an experienced consultant specialising in implementing process improvements using Lean and Six Sigma methodologies such as, DMAIC, Value Stream Mapping, Problem Solving Skills, 5S, Quick Changeovers, Quality and Reliability, Visual Management, Standard Work, Pull, JIT and Kanban.

He complements this with key change management skills, including business process & gap analysis, identifying improvements, bench marking and ways to implement change; Facilitating changes to systems, processes and procedures; Forming teams to lead them in the right direction, coaching and mentoring them to achieve the desired results.

Vishnu has a broad perspective and understanding of the whole business and how it operates in an ever-changing competitive world, recognising the key business drivers, realising the opportunities to advance the business, understanding and applying key drivers of business performance. Vishnu has worked in Manufacturing and Supply Chain environments for over 22 years with some of the most reputed organisations in New Zealand, Australia and India. Vishnu held management positions in New Zealand at Mainland Products, Navman, Tegel, George Weston Foods, Nutra-Life Health & Fitness, and Steven Cham Industries.

In the past 3.5 years Vishnu has been providing consulting, training, coaching and mentoring services in the Operational Excellence arena.

Vishnu has founded Productivity Solutions Limited in 2007 and has been promoting Operational Excellence programs using Competitive (Lean) Manufacturing methodologies in association with the CMI Consortium and HERA (Heavy Engineering Research Association).

KEY POINTS ABOUT THIS COURSE

The Course will offer participants an insight in to the world-class methodologies to improve efficiencies at their workplace by providing simple and practical solutions. The main focus will be on improving productivity, quality and reducing costs and lead times

