

Lean Office Demystified



Thursday 11th Sept 2008 (8.30am to 4.30pm)

In one day Don Tapping will show you how to unlock the productivity potential in your office and administrative areas.



Presenter: Practitioner, Developer of Lean Tools and Techniques and Author **Don Tapping.**

Unlock the productivity potential in your office & administration

Lean principals are not just for manufacturing - for many organisations over 60% of the costs of products and services can be attributed to administrative processes.

Lean Office Demystified will explain and demystify the concepts and principals underpinning a Lean office. You will be shown how you can dramatically reduce waste, improve customer and employee satisfaction, all elements of a sustainable organisation.

Don Tapping from USA is recognised as one of the most up to date **global leaders in Lean Management**. He is a Lean Office Practitioner, Developer of Lean Tools and Techniques as well as being an established best selling Author.

Practitioner

Don has worked for over 25 years eliminating waste and improving bottom-line results in the telecommunications, medical, automotive, industrial and aerospace industries. He was directly involved in providing leadership in Lean implementation activities for Eaton Aerospace Division, UNISTRUT Corporation, Schlumberger Technologies and Data Scan Services.

Developer of Lean Tools and Techniques

Don continues to set the bar for Lean improvement, with his ability to design and teach step-by-step implementation methodologies identifying processes that require improvement. He then introduces proactive steps to improve or redesign them to reduce costs, boost performance and increase customer satisfaction.

Author

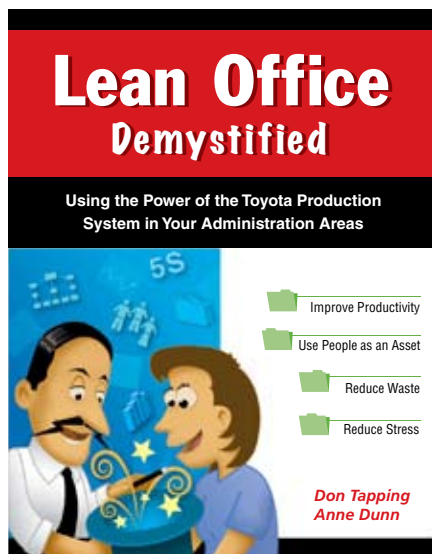
Over the past 10 years Don has been applying Lean Office practices in the USA and Europe and written several best selling books associated with Lean Office, Lean Health, Lean Finance, Value Stream Mapping and Lean for Job Shops.

Service and administration processes are often overlooked in Lean management and continuous improvement initiatives.

Although office and administrative activities can account for 60% of the production costs in most manufacturing organisations and up to 80% in administrative service organisations, these areas are often excluded or overlooked during Lean initiatives. To achieve the total benefits of Lean management, office activities must fully support manufacturing operations or core service value streams to eliminate waste and improve flow.

Use the power of the Toyota Production system in your administration areas.

Lean Office Demystified will convey to you the proven success of the Toyota Production System for administrative processes. Don will provide examples of documents and worksheets in a progressive manner that you can apply to your office area and beyond. He will explain each phase and how to establish your readiness to move to the next stage of implementation, providing the foundation for planning and implementing your administrative improvements while maximising employee performance.



***Lean Office Demystified, the proven success of the Toyota Production System for the office is explained in clear and simple terms that can:**

- help any office situation in solving problems
- improve workflow
- reduce employee stress and
- improve overall office productivity – while meeting customer demand

'Allows Lean to be applied in administrative areas with a simple 1-2-3 step process.'

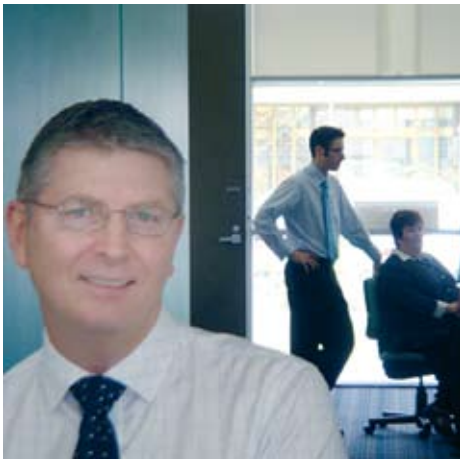
--Doug Beument, Training Manager, ADVO Food Group

During the day, Don will explain his proven system for Lean implementation into your office and administrative areas including:

- An overview of basic Lean concepts
- An insight into Lean management, common Lean terms and concepts
- Methods for identifying the administrative activities that need improvement
- The eight-step process for removing waste and reorganising cost effective workflow for efficient processing
- Examples of Lean implementation, common misconceptions and key focus areas

In addition, tools and techniques will be explained, such as:

- Visual management, visual layout
- Product and information flow
- Levelled and balanced work
- Takt time and Pitch



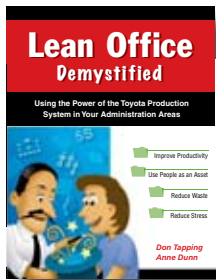
Date: Thursday 11th September 2008

Venue: Hampton Room,
Novotel St Kilda,
16 Esplanade, St Kilda, VIC.

***FREE car parking** - vouchers provided on registration

Refreshments provided: coffee and tea on arrival, light lunch, morning and afternoon tea.

Fee: \$435.50 + GST per person
10% discounts apply for corporate tables: (contact us for details)



*** The first 5 people to register will receive a signed copy of Don Tapping's book *Lean Office Demystified* valued at \$57.00**

Agenda

8.00 am: Registration and coffee

8.30 am: Welcome and Introductions.

8.45 am: Why Lean Office? Common Misconceptions – Typical Outcomes.

10.00 am: Morning Tea

10.15 am: Where do we start? How?

12.00 pm: Lunch

12.45 pm: Workflow and Value Streams in the Office.

2.15 pm: Afternoon Tea

2.30 pm: Tools and Techniques including 5S for Office.

4.00 pm: Open discussion, Q and A.

4.30 pm: Close

What You Take Away

- A full set of notes
- A self assessment tool for rating your Lean administrative areas
- Guidelines and checklists to help direct and maintain Lean improvements in your workplace

How to Register

On-Line: www.i2e.org.au

or

print and complete the registration sheet from www.landp.com.au then

Fax to:

or

Mail to:

(08) 8300 2101

LEARNING and PRODUCTIVITY

4/3 Park Way, MAWSON LAKES, SA 5095.

For Information

on registration contact Marie Scali

P: (08) 8300 2100 E: mscalil@landp.com.au

on the program contact Brenton Leitch

P: (08) 8300 2100 M: 0409833855 E: bleitch@landp.com.au

Lean Office Demystified



Registration Form / Tax Invoice

Date: Thursday 11th September 2008

Time: 8.15am for 8.30am start - 4.30pm finish

Venue: Hampton Room, Novotel St Kilda, 16 Esplanade, St Kilda, VIC.

Fee: \$435.50 + GST per person (\$479.05), includes FREE parking

Please complete and return this form or a copy with payment by Wednesday 3rd September 2008

ORGANISATION DETAILS

ORGANISATION _____

POSTAL ADDRESS _____

PHONE _____

PARTICIPANT(S) DETAILS

1. FIRST NAME _____

LAST NAME _____

PHONE _____

EMAIL _____

2. FIRST NAME _____

LAST NAME _____

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3. FIRST NAME _____

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4/3 Park Way, MAWSON LAKES, SA 5095.

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By Email: mscali@landp.com.au

Or Register On-Line at: www.i2e.org.au

Registration will be confirmed by email

For further information:

on registration contact Marie Scali

P: (08) 8300 2100 **E:** mscali@landp.com.au

on program contact Brenton Leitch

P: (08) 8300 2100 **M:** 0409833855

E: bleitch@landp.com.au

Cancellation Policy: Learning and Productivity and i2e reserve the right to cancel events and issue refunds. In the event that an attendee cannot attend, a substitute is welcome to attend in their place. No refunds will be given unless 7 days notice is given in writing prior to the date of the planned event.