

Australian manufacturer excels on world stage

At a gala ceremony in Utah last month, Jim Glover (pictured) representing local company **Cimpress** flew the Aussie flag in what was a landmark achievement for Australian Manufacturing.

The ceremony was part of The Shingo Institute's 27th Annual Conference at which Cimpress became the first Australian plant and first printing company worldwide to receive a prestigious Shingo Award. Cimpress, located in the Western Suburbs, are a company that produces marketing materials and promotional items through mass customization and web-to-print systems, also became the youngest plant ever to receive this international award; referred to by many as the "Nobel Prize for Manufacturing".



The Shingo Institute recognises companies for delivering world class performance and exemplary commitment to growing a strong culture of operational excellence. Its founder Shigeo Shingo distinguished himself as one of the world's thought leaders in the concepts, management systems and improvement techniques known today as *The Toyota Way*.

Jim Glover, global lean & quality manager and *driving force* behind Cimpress' award (seen here receiving the Shingo Medallion from Shingo's son Ritsuo) explains that; "Being clear regarding the vision and creating a "truly great place to work" helped the entire team stay motivated and focused towards our goal."



Another crucial factor in Cimpress' success story was the early engagement and strategic partnership with **Complete Lean Solutions (CLS)**; whose team of specialists not only trained all of their employees in lean thinking & principles, but also helped embed the values and behaviours so critical to sustain results.

Jim continues; "Many organisations struggle with *Lean* because they concentrate solely on the tools rather than truly engaging people in the cultural transformation required to drive value, return on people investment and sustainable outcomes. Both the Shingo and CLS models are so successful and compelling; precisely because they focus on these aspects."

He adds' "It's all about being respectful, humble and authentic to the principles every day and providing continual coaching and encouragement"

Jim Glover now joins the team at **Complete Lean Solutions (CLS)** as Lean Specialist, all committed to assisting other organisations achieve incredible and sustainable results through their Lean Learning Academy and assist other Australian companies towards Shingo success. The CLS team can be contacted on 0488722568 info@completeleansolutions.com