



The Department of Innovation, Industry and Regional Development (DIIRD) has confirmed its on-going support for the Innovation Insights program in the recently released VIMS statement. DIIRD has also finalized contractual arrangements for the on-going delivery of the Innovation Insights program by i2e for the next two years, on behalf of the Victorian Government.

HANSEI - REFLECTIONS

There is no greater endorsement of the value provided by an organisation than a customer who regularly re-orders a product and tells others, a supplier who is prepared to partner with you, and a stakeholder who gives on-going support, encouragement and the opportunity to grow.

i2e has been the beneficiary all of these attributes in the past 3 years - from those who have participated in an *Insights* event, hosts that have generously opened their doors to share their excellence, and a Victorian government that supports this 'not-for-profit' to foster a community of best practice.

No doubt, the impact and outcomes of the *Innovation Insights* program has been recognized and in addition to a further 80 *Innovation Insights* visits of various manufacturing excellence themes over the next 2 years, the 2009 program will be expanded to include a series of *Logistics Insights* and *Financial Insights*.

While moving in new directions and developing new networks to showcase supply chain and transactional excellence, i2e are equally committed to continue to connect with those organizations that have been the core strength of *Innovation Insights* for the past 5 years.

2009 INSIGHTS PROGRAM

There are formal media announcements to follow, but i2e can't wait to get started! It is our main focus to accelerate the preparation of the 2009 calendar for a recommencement of Insights events later in January. We have used the rigorous tender process to review our own delivery processes, better understand our community of best practice's requirements, and to prepare for the challenges that will arise in 2009 and beyond.

We recognize that without the generous support and willingness of exemplar organisations to open their doors and share their secrets of success, the longevity of any Insights program is limited. We have identified a short-list of potential Insight hosts for the first half of 2009, and we are already populating our website as we secure those hosts who are again prepared to showcase their organisation. As the program rebuilds momentum, we will be identifying and adding new hosts to our calendar.

The i2e web-site is constantly being updated as new hosts are confirmed. The details for the launch of the *Logistics Insights* and *Financial Insights* programs and the range of hosts for our inaugural series will be published in February.

EXCELLENCE CALENDAR

i2e has supported and been represented at most excellence events held in Victoria in the past 3 years. This will continue in 2009 and all upcoming events will be listed on our website homepage @ www.i2e.org.au

For the 5th year, the Lean Enterprise Summit will be presented in March, and with a theme of 'Lean thinking in Manufacturing and Services' is one of the best opportunities next year to learn from, and network with, some of our

Lean thought leaders and exemplar Lean organisations.

Other events for you to include in your calendar for the first half of 2009 are listed on our web-site homepage

Book Review

This month we feature Steven Spears' book **CHASING THE RABBIT** which was launched at the AME conference in Toronto. Steve and his writing extends back to the DNA of Toyota in the Harvard Business Review in the early 1990s. This new book demonstrates how we need to have a mind-set that firstly accepts our processes aren't perfect. Consequently, we need to design our products and engineer our processes so that non-conformance is made visible immediately, and finally when a non-conformance arises, swarm the problem to understand the root cause. The last, but not least, of his four points is to develop the leadership capability within our organisations to enact the first three. This book features on our website home page and I encourage you to consider this book for some Christmas reading as this book promises, in my view, to be as influential as Lean Thinking. Challenging and thought provoking!

FINAL THOUGHTS

While we are all impacted by the wide ranging economic and environmental challenges ahead, the need to focus on developing our capability to lead a high performing and sustainable organisation has never been greater.

We are certain that i2e and our range of **Insights** initiatives will be as relevant, and indeed more crucial, than ever before in the uncertain months and years ahead. While we are currently focused on launching the calendar for next year, in the new year our focus will move towards strengthening our ability to connect 'like' organisations facing similar challenges, and are seeking to learn from each other, in order to survive and thrive.

Between now and the next Newsletter, the Directors of i2e would like to take this opportunity to thank-you and your organisations for your past support and wish you the best possible outcomes in 2009.

We also wish you and your families a safe and happy Christmas. Relax, Rest, Recharge ... greater challenges are ahead!

And finally, we look forward to seeing you at an i2e event in 2009

Good luck in your pursuit of excellence

Ian Young + Archie Cowan + Hugh O'Donnell
Insights to Excellence



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