



“... If a picture is worth a thousand words, then an Insight is worth a thousand pictures ...”

The Insights events calendar for 2009 now includes a series of regional *Innovation Insights* throughout Victoria — and an on-going series of *Logistics Insights*, *Service Insights* and *Sustainability Insights*.

## UPCOMING INSIGHTS

*i2e announces two new Insights in September in response to recent feedback of what you want to see.*

|                               |                                     |                |            |
|-------------------------------|-------------------------------------|----------------|------------|
| <i>Service Insight</i>        | <b>McDonalds Family Restaurants</b> | September 10th | <b>NEW</b> |
| <i>Sustainability Insight</i> | <b>Visy Recycling</b>               | September 23rd |            |
| <i>Innovation Insight</i>     | <b>ANCA</b>                         | September 8th  |            |
|                               | <b>Air Radiators</b>                | September 15th |            |
| <i>Logistics Insight</i>      | <b>TT (Toyota Tsusho) Logistics</b> | October 8th    | <b>NEW</b> |

A Service Insight this month to **McDonalds Family Restaurants** is another 2009 first. Ever wondered how a large organisation with over 700 'shopfronts' is able to offer a standardised, 'made to order' product using all the principles of one-piece flow? This is a rare opportunity to gain an insight into the systems and planning that lies behind the Golden arches!

We are often asked after an Insight to Toyota—" what happens in the Toyota Supply chain". TT (**Toyota Tsusho**) Logistics may not be a well known organisation, but being part of the Toyota family, utilises TPS in all aspects of its logistics operations at its Laverton North warehouse—this will be a different 'Toyota' visit also included in the Insights calendar for the 1st time.

The next *Sustainability Insight* will be to **Visy Recycling's** Material Recovery Facility at Springvale. What happens to your waste when it "Goes Away?" Come and see how everything from paper and plastic, to glass and aluminium cans is sorted. This Insight will have a special emphasis on tips for correct labelling of packaging and segregation practices you and your organisation can follow to optimise the recovery of your waste back into the value stream.

In addition, there are a regular series of Innovation Insights to a variety of organisations in all regions. Details of the next Sustainability Sensei Insight will be announced during the next month.

Go to the i2e website at [www.i2e.org.au](http://www.i2e.org.au) to view all events

## HANSEI - REFLECTIONS

We don't often boast about i2e's KPIs—but this one is worthy of special note.

Last weeks *Sustainability Insights* to **Davey Water Products** was attended by 20 people and scored higher than **4.8** out of **5** for overall rating of the visit. Congratulations to the Davey team for their efforts to present an Insight with a special emphasis on linking manufacturing excellence with sustainability— a true Lean and Green exemplar organisation.

August also included the first Logistics Insight to **Woolworths Hume Distribution Centre**. This was an opportunity to follow the end to end supply chain from when you purchase a bottle of milk until it gets replenished at the store. "A different to normal **i2e** tour" was the feedback from **GSK**, "very much about technology". "A very informative program that exposed me to ideas that I can takeaway" added **Tatura Milk**

## EXCELLENCE COMMUNITY CALENDAR

**i2e** continues to support and encourage participation in the wide range of conferences and workshops coming up in the second half of 2009. Upcoming conferences and events by other organisations in our community of Best Practice can be accessed via the homepage of our website.

The Tasmanian 'Roadmap for Change' Manufacturing Conference program on October 1-2 at Wrest Point, Hobart, includes Peter Campbell, Improvement Manager, Volgren Australia as a keynote speaker. Volgren is a regular supporter of **i2e** and hosted a visit in the past month and no doubt Peter will be sharing his Insight, enthusiasm and 'how-to' experience leading the '20 day bus' project at Volgren. The conference program includes workshops, special interest sessions and industry tours.

## BOOK REVIEW

This month we feature '**Value Stream Management for Lean Healthcare**' by Don Tapping, Sue Kozlowski, Laura Archbold and Todd Sperl.

Value Stream Management (VSM) is a proven and effective step-by-step methodology for understanding and applying the principles and practices of the Toyota Production System (i.e., Lean) within a healthcare organization.

## FINAL THOUGHTS

**i2e** was fortunate to participate in a number of 'excellence' events throughout August in addition to the wide range of Insight visits. A common theme coming through at all of these events is 'its not just about the tools' and to quote the John Batros from the AME Melbourne conference "The soft stuff—is the hard stuff" - What are you doing to 'sharpen your saw' and ensure your efforts to lead your people and accelerate improvement in your business is being effective?

We look forward to seeing you at an **i2e** event in the second half of 2009.

### Good luck in your pursuit of excellence

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



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