



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

The Insights events calendar for 2010 has been pre-released to ‘friends of i2e’ and includes a series of Innovation Insights in January and February, with some of the most popular i2e visits scheduled

*Here’s wishing all friends and supporters of i2e a safe and happy festive season.  
We look forward to 2010 being filled with 'Insight-ful' outcomes  
for you and your organisations ...*

## UPCOMING INSIGHTS

*i2e pre-announces the calendar for 2010.*

<i>Innovation Insight</i>	<b>Autoliv</b>	January 28th	<b>NEW</b>
	<b>Holden Engine Operations</b>	February 4th	<b>NEW</b>
	<b>Volgren Australia</b>	February 11th	<b>NEW</b>
	<b>Davey Water Products</b>	February 16th	<b>NEW</b>
<i>Sensei Insight</i>	<b>The Sustainable Organisation</b> featuring <b>Gary Langenwalter (USA)</b>	February 24th	<b>NEW</b>

i2e has been busy planning a calendar of events for 2010 in the past few weeks. We have had many enquiries about what’s happening next year? As announced previously, DIIRD will continue to support i2e to facilitate another year of 60+ Insight visits in 2010. We are conscious of how bare the events calendar is on our web page, and since some of our regular hosts have already agreed to start the year earlier than the past, we have taken action to pre-release some of next year’s events to answer your enquiries and the keep the momentum going.

In addition to the events listed above, some of our most popular events are already listed in the Innovation Insights calendar, including Aisin, Toyota, GSK and Robert Bosch. All of these events are regularly oversubscribed so we encourage people to book early, even six months ahead in the case of Toyota.

The pilot program of Sustainability Insight visits will be concluded in February with a visit by Gary Langenwalter, postponed earlier this year. Host and event details will be included in the January 2010 newsletter.

You will also notice an increase in the participation fee to \$110 plus GST. This is a co-contribution to the support we receive from our program partners. This fee increase was carried over from the commencement of the program in 2009. In 2010 our booking policy will also change to confirm registration of the first 2 people from any organisation, but larger groups will be placed on a waiting list based on availability which will be confirmed closer to the scheduled date.

Over the next few months, i2e will continue to populate the website for additional *Innovation Insight* visits for the first half of 2010, and a series of *Service Insights* and *Logistics Insights*.

## HANSEI - REFLECTIONS

December is a month for looking back and looking forward. In 2009, more than 950 people participated at an Insight event. More than 800 participants in the expanded *Innovation Insights* program, which included *Logistics Insights* and *Service Insights* for the first time in 2009, and almost 150 participants at one of the five *Sustainability*

*Insights* or the *Sustainable Automotive Organisation* Sensei workshop to end the year on a positive note.

While more than two thirds of participants at an Insight event continue to be from our manufacturing 'core', it wasn't unusual in 2009 to see a group of Redesigning Health Care people at a manufacturing operation, or a group from a bank at McDonalds.

We have a goal for more than 60 events in 2010 ... and aim to break the 1,000 participants in a year. No doubt we will be relying on your on-going support to achieve these goals and linking with new networks. Don't forget to tell your friends and associates, customers and suppliers and share the 'learning to see' opportunity with them.

## EXCELLENCE COMMUNITY CALENDAR

**i2e** continues to support and encourage participation in the wide range of conferences and workshops. Upcoming events by other organisations in our community of Best Practice can be accessed via the homepage of our website. This will be updated in January for the key events planned in 2010

In addition to the Insight events listed above, **i2e** is also planning a series of Insight visits to support the conference programs of the Hargraves Institute (in March), LEA's Lean Summit (in May) and the AME/APICS conference (in September).

## BOOK REVIEW

This month we feature '[Compression](#)' by Robert (Doc) Hall.

In this volume, Doc Hall shows us how to learn more effectively both as individuals and organizations, and in terms of processes.

## FINAL THOUGHTS

There will be more about Doc Hall's new book *Compression* in 2010, but for those looking for a Christmas read for input to your plans for 2010, this one should be at the top of your list.

2009 has again been filled with opportunities to learn from the best. Thank you to all organisations who have hosted and people who have participated in an Insight in 2009.

For some this is one of the last emails for the 2009. For others its one of your first for 2010 . Either way we look forward to seeing you at an Insight event in 2010.

There is too much feedback to summarise in a sentence—but I like this one from the Replas visit "Awesome, Passionate, Innovative" - that about sums up **i2e** for 2009 in 3 words—and we didn't write it—one of our participants did.

We like to acknowledge our sponsors, Department of Innovation, Industry, and Regional Development, and Sustainability Victoria for their support this year. **i2e** is keen for this feedback, in the spirit of continuous improvement and on-going support in 2010 and beyond.

We now move our focus to planning for 2010 and invite your feedback on what has been the most valuable Insights you would like to see on our calendar again next year, or any other feedback on other Insights and organisations you would 'like to see'

We look forward to seeing you at an **i2e** event in the near future.

**Good luck in your pursuit of excellence**

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

## Contact Us

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The logo for i2e consists of a lowercase 'i' in blue, a '2' in white inside a grey square, and a lowercase 'e' in blue. To the right of the logo, the text 'insights to excellence' is written in a light blue, sans-serif font.

insights to  
excellence