



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

**The Insights events calendar for 2010 launches next week @ Autoliv Australia.
Register before 9AM Wed 27th for next Thursday's event**

UPCOMING INSIGHTS

<i>Innovation Insight</i>	Autoliv	January 28th	
	Holden Engine Operations	February 4th	
	Volgren Australia	February 11th	
	Davey Water Products	February 16th	
	Asin Australia	March 02nd	NEW
<i>Sensei Insight</i>	Kraft Foods	March 09th	NEW
	The Sustainable Organisation featuring Gary Langenwaller (USA)	March 2010	Date TBA

The 2010 Insights program is taking shape and **i2e** will continue to upload events onto the website calendar as organisations confirm their availability to host an Insight event.

i2e is on-track for a calendar of more than 50 Insight events in 2010 which 'kicks-off' next week at Autoliv Australia. Autoliv has been one of the greatest supporters of Insights and is one of the 'best of the best' examples of Lean in an automotive organisation. There is no better site to visit as you leap into a New Year with new vigour, and begin to develop and implement your teams action plans for the rest of this year.

The pilot program of *Sustainability Insight* visits will be concluded in March with a visit by Gary Langenwaller. Host and event details will be available soon and included in the next newsletter. **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*

We pre-released some of this year's events in December in response to people's enquiries. The interest has been very strong and those events that are typically oversubscribed are likely to be again in 2010. **i2e** is keen to remind all participants of our revised booking policy in 2010 which has changed to better manage over-subscribed events. **i2e's** policy is to now confirm registration of the first 2 people from any one organisation, but larger groups will be placed on a waiting list based on availability which will be confirmed closer to the scheduled date.

There is an increase in the participation fee in 2010 to \$110 plus GST. This is a co-contribution to the support we receive from our program partners.

HANSEI - REFLECTIONS

A personal Insight from one of last year's events was that "we expect to achieve too much in 12 months, but don't plan to achieve enough in 10 years". Organisations are a lot like individuals. Many of the Insight hosts in the 2010 calendar have achieved their exemplar levels of excellence by passionate leadership, year after year effort, and compounding improvement results - many of us couldn't and shouldn't expect to be at the same level by the end of this year. But we should plan and set goals to be at that level some time in the future - maybe 10 years, hopefully 4 or 5.

We encourage those of you that are in early stages of implementing Lean to not only visit the 'Best of the Best' like Toyota, Autoliv, and Kraft, in 2010, but to also support and visit organisations that are mid-way in their journey's and already achieving great results. As well as sharing their stories, hosting an Insight gives these organisations affirmation of their

efforts so far, and it may also be easier for you to 'learn to see' your next steps at some of these organisations.

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. In 2010, **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).

The Hargraves Institute conference theme in Melbourne in early March is 'Innovation 2010 .. a contemporary perspective' and includes one day of plenary sessions and 3 streams of workshops on Day 2 on Leadership, Sustainability and Innovation.

The visit to Kraft Foods will coincide with the conference program.

BOOK REVIEW

Some of you may have missed the December newsletter, so this month we again feature Doc Hall, founder of AME North America and his recent publication '**Compression**'.

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

FINAL THOUGHTS

We would like to acknowledge our sponsors, Department of Innovation, Industry, and Regional Development, and Sustainability Victoria for their support of **i2e** and our range of Insight events again this year.

Whether 2010 is shaping up to be a year of change and new directions, or consolidating and building on past year's of improvements, **i2e** looks forward to seeing you at an Insight event in 2010.

Good luck in your pursuit of excellence

Archie Cowan + Ian Young + Hugh O'Donnell

Insights to Excellence

A banner for i2e insights to excellence. The background is a blue water surface with concentric ripples. On the left, the text 'Contact Us' is written in a large, white, sans-serif font. Below it, the following contact information is listed in a smaller, white, sans-serif font: 'insights@i2e.org.au', 'www.i2e.org.au', 'Phone 1800 007 730 -', 'Mobile 0417 919 143', and 'Fax 03 9391 5450'. At the bottom left, there is a small, white, sans-serif font text: 'You are in receipt of this email because you have participated at Insight or a community of best practice event. If you no longer wish to receive this email bulletin please send an email to insights@i2e.org.au with Unsubscribe in the subject line.' On the right side of the banner, the 'i2e' logo is displayed in a large, blue, sans-serif font, with the 'i' and 'e' in a lighter blue and the '2' in a darker blue. To the right of the logo, the words 'insights to excellence' are written in a smaller, white, sans-serif font, stacked vertically.

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