



JULY 2009

“... 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 Insights throughout Victoria — the first of a series of *Sustainability Insights* was also launched at Ferguson Plarre Bakehouses in July, and the first *Logistics Insight* will be held at Woolworth’s Hume Distribution Centre in August.

The **i2e** Insights calendar for 2009 on our website is almost finalised with only a few additions to be made. The website homepage also features a range of 'excellence' events - See below for descriptions of Upcoming events or go to our website homepage at www.i2e.org.au.

HANSEI - REFLECTIONS

This month we have included some of your feedback comments as the 'Hansei'. The **i2e** community is rapidly extending beyond our manufacturing core to include health, financial and environmental professionals, and we are most interested to better understand what participants 'learn to see' and take-away from these new Insight events.

"It was encouraging to see a large and complex organisation apply the Lean Six Sigma process, particularly in a non-health enterprise" says Melbourne Health following the recent Service Insight to **NAB**. "Overall, it was inspiring" adds Fosters.

"The visit (to **Ferguson Plarre Bakehouses**) highlighted the importance of a champion with passion for improvement and involving people" says Volgren Australia. "There is lots of opportunity for the implementation of lean and green" adds Futuris Automotive, following the first Sustainability Insight.

UPCOMING INSIGHTS

Launch of new Insights programs ...

In addition to a range of Innovation Insight visits to **Dana**, **Frontline**, **OzPress** and **Volgren** over the next month, the first *Logistics Insight* to 'learn to see excellence in the value chain and distribution networks', will be hosted by **Woolworth’s Hume Distribution Centre** in Broadmeadows on August 25th. Limited places are still available. This will be followed up by a visit to **GS1 Australia** in September to focus on supply chain innovation in the Healthcare sector.

The next *Sustainability Insight* will be held at **Davey Water Products**, who were awarded the Premier’s Sustainability award in 2008—so whether your interest is Lean or Green, both will be on display at this exemplar organisation. More information on the *Sustainability Insights* program is available on the web site.

A *Sustainability Sensei Insight* with Gary Langenwalter will be held at **PZ Cussons** in early September, places are limited so book ASAP. To further advance the *Sustainability Insight* program, **i2e** is also playing a supporting role in the delivery of two '*Lean to Green*' special interest groups, commencing in August in partnership with South East Business Networks and NorthLink/Nietl. Access details about how to get involved in these programs via www.i2e.org.au.

Bookings to some recent events have been heavily oversubscribed. Places are limited by the host and we have had to advise some people who registered that they could not attend. **i2e** has made every attempt to organise follow-up events, and recommend appropriate alternatives. Unfortunately some people are left disappointed, but **i2e** has a responsibility to be even handed with the way places are allocated and include as many organisations throughout

Victorian business community.

It would help **i2e** if you applied some of your 'Heijunka' load levelling skills to book for **i2e** events as early as possible so we can gauge early how much additional promotion is required for specific events, and to give early notice when an event is full. To learn about Heijunka, come along to one of the automotive *Innovation Insights* at **Dana** or **Frontline**.

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 — too numerous to detail in this newsletter. Upcoming conferences and events by other organisations in our community of Best Practice can be accessed via the homepage of our website.

In addition to the range of half day Insights and the *Sensei Sustainability Insight*, there are a range of conferences and workshops filled with learning and knowledge sharing opportunities for all to consider in August.

... the AME 'The Right Time is Now' National Roadshow will challenge you to look beyond the Lean tools.

... SIRF 'Culture of Winners' OE national 2 day forum features a range of local speakers and case studies.

... LEA will host a one-day workshop of 'Breaking Through to Flow' presented by Ian Glenday (from the UK).

Make your choice! Links are available from the **i2e** homepage and we hope to see you at one of these events

BOOK REVIEW

This month we feature '**Breaking Through To Flow**' by Ian Glenday.

In his book, Ian Glenday describes his approach... If you want to become truly lean but cannot imagine how to get beyond the fire-fighting associated with constantly changing plans, then this workbook is for you. A growing number of people are recognising that there is a lot more to lean than simply eliminating waste from current processes. But they struggle to see how to redesign their operations and abandon old ways of working. This workbook introduces a new pathway that is helping many organisations to overcome this hurdle and to launch them on the next phase of their lean journey - breaking through to flow.

FINAL THOUGHTS

i2e attempts to identify and make accessible world class operations, recognised as 'being the best'. Our congratulations go to **Ferguson Plarre Bakehouses** who were last week awarded the Gold Banksia award for Environmental Excellence, along with **Kraft**, whose Vegemite project was awarded the Banksia in the Food category—keep up the great work.

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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