



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

The Insights events calendar for the rest of 2009 continues to grow and now includes a long list of firsts — the first Service Insight was held earlier this month at ANZ Bank, the first Sustainability Insight will be hosted in July by Fergusson Plarre Bakehouses, and the first Logistics Insight will be held at Woolworth's Hume Distribution Centre in August.

The **i2e** Insights calendar on our website is regularly updated as new hosts confirm their availability to host an Insight event and features a range of 'excellence' events - See below for descriptions of Upcoming events.

## HANSEI - REFLECTIONS

This is an exciting time for **i2e** as we extend beyond our traditional boundaries to welcome a number of first time newsletter recipients and participating organisations. The theme for this newsletter as **i2e** embarks on new directions is diversity — and the extraordinary power of 'learning to see' not just from other organisations, but from entirely different industries. The inaugural *Service Insights* visit was held at ANZ international headquarters on Queen Street, Melbourne last week. More than 60 people attended this inaugural event to learn about lean and leading excellence in a knowledge intensive transactional operating environment. A Key learning for the group from the ANZ team was the importance of combining the small step (100 x \$100 savings) projects with the large step (1 x \$10,000) savings.

The highlight for **i2e** was undoubtedly the broad cross section of participants, ranging from Dept of Human Services and many of our health care providers, to education institutions and Finance and Treasury ... and of course some participants from the financial groups of our trusty manufacturers. Despite often having totally different systems and processes, the demonstration of tools and techniques, combined with the thinking and leadership mindset for excellence, showcased at an Insight event continues to have a significant impact. For those that missed this event, the visit to NAB next month will again showcase an alternative intensive approach to leading and implementing excellence in a transactional financial environment.

## UPCOMING INSIGHTS

### Launch of *Sustainability Insights* ...

**i2e** announced in the last newsletter a partnership with Sustainability Victoria to present a series of *Sustainability Insights* in 2009. These visits will showcase organisations that have combined manufacturing excellence with environmentally sustainable business processes and practices, and a focus on the Triple Bottom Line of their business.

**The first *Sustainability Insight* visit will be hosted by Fergusson Plarre Bakehouses at their purpose built Keilor Park operations on July 15th**

More information on the *Sustainability Insights* program will be available on the web site soon. 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 late July in partnership with South East Business Networks and NorthLink/Nietl. Access details about how to get involved in these programs via the **i2e** homepage.

The *Innovation Insights* calendar in the next month not only includes a highlight visit to Toyota, but also visits to Colombia Australia and another of our *Hall of Fame Insights* to Radio Frequency Systems. The **i2e** calendar also includes visits to Frontline and Volgren, as part of the 'Greater Dandenong on Show' month in August. More information will be included in the next newsletter about the opportunity to participate in a series of regional Insight visits, or go to [www.i2e.org.au](http://www.i2e.org.au) now to see our calendar and register for an event.

## 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.

A special welcome back to Australia to Gary Langenwalter and Ian Glenday. The details of a *Sustainability Sensei Insight* with Gary (from Portland Oregon) later in August is still being finalised, but promises to build on previous years workshops at Davey Water Products and Carrier Air-Conditioning, while Ian Glenday will be visiting us all down-under later in August to check-in on our progress of 'Breaking Through to Flow'. And in between now and then, there is the SIRF 'Culture of Winners' conference and the AME Roadshow for added learnings.

## BOOK REVIEW

This month we feature '**The Squeeze**' by Gary Langenwalter.

"The Squeeze" is a novel that relates the fight for survival of a small, family-owned, Midwest manufacturer. Barely breaking even, Brookings Manufacturing is feeling the "squeeze" even after five years of Lean implementation, from its competitors whose prices are 25% less, from employees with trust issues, from the bank who questions the company's ability to pay back loans, and from the EPA who is citing the company for violations. Its new CEO, Adam Brookings, finds himself at a crossroads, sell the barely profitable business and leave the fate of his lifetime friends/co-workers to chance, move 200 manufacturing jobs overseas and substantially affect the local community, or try something new, and quick! But what?

## FINAL THOUGHTS

There are many learning opportunities happening within the excellence community, and while we wouldn't expect anyone to attend all of these events, we trust there is at least one that is relevant to you and your organisations that will help you on your improvement journey to 'learn to see', 'sharpen the saw' and lead your business toward becoming a Sustainable Organisation.

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**

A banner for i2e insights to excellence. The background is a blue water ripple effect. On the left, the text 'Contact Us' is in a large, white, sans-serif font. Below it, the 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'. On the right, the i2e logo is displayed in a large, blue, sans-serif font, with the '2' in a white box. To the right of the logo, the text 'insights to excellence' is written in a smaller, white, sans-serif font. 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.'