



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

The 2009 Insights events calendar is gaining momentum. This year's calendar and the commitment to an expanded Insights program for the next two years was announced by Minister Pakula earlier this month at the Lean Summit.

The 2009 Innovation Insight calendar is updated weekly as new hosts confirm their availability to host an Insight event. See below for descriptions of Upcoming events.

HANSEI - REFLECTIONS

One of the key messages from the Lean Summit earlier this month is regardless of your industry sector, regardless of your improvement efforts in the past, the current economic crises demands that organisations are pro-active in communicating with all of the people in all of the Value Stream.

David Meier, author of The Toyota Way fieldbook emphasised that everything in Lean is about problem solving and leadership. Everybody is being challenged to do more and focus on the short term, however those that meet this challenge will also be better placed for a quicker recovery in the longer term.

People are learning to see at Insights not just 'What' decisions are being made, but 'how' they are best made.

UPCOMING INSIGHTS

This year's Innovation Insight program will get into full swing later in April, following the Easter break. There is at least one visit every week until the end of the financial year, which includes visits to some of the most attended Insight visits in the past. We are often searching to better understand what attracts people within our community of excellence to which events. Some organisations and their brand are easily identified: Toyota, Holden and Kraft to name a few, but others are less well known by the company name, but equally rich in 'learning-to-see' opportunities.

Futuris Automotive Interior is a chance to 'sit-in' on a learning experience. As a manufacturer of seats that make and deliver direct to the line at the adjoining Ford operations - the flexibility, reliability and capability of each process to make in sequence and synchronised with the vehicles being built provides an exemplar demonstration of many lean tools in action.

Aisin Australia, is a Toyota family organisation that manufactures and supplies the door frame and door components direct to the Toyota plant. It is a purpose built operation, built to meet the highest of Toyota's supplier demands and the closest you might see to a Japanese automotive tier one operation outside of Japan.

Olex, a Nexans company, is one of the world's largest and most technically advanced manufacturers of power cables. The first of our visits to a process industry, you will see how a range of Lean tools and approaches have been adapted to suit a process intensive operation.

The **i2e** web-site is constantly being updated as new hosts are confirmed - go to www.i2e.org.au to see our calendar.

This year's program will include a series of visits to this year's Manufacturing Hall of Fame inductees to be announced at the Hall of Fame Dinner in May. Details for the launch of the **Logistics Insights** and **Financial Insights** programs and the range of hosts for our inaugural series will be published in the near future.

EXCELLENCE COMMUNITY CALENDAR

i2e has supported and been represented at most excellence events held in Victoria in the past 3 years. The AOQs 4th annual 'Leadership for Lean Six Sigma' conference will be presented in April with a focus on leadership and differences in deployment across industry sectors and size of company. Sharing knowledge between academics and practitioners is a critical part of the long term sustainability of business improvement initiatives like Lean Six Sigma.

National Manufacturing Week is in the second week of May at the Melbourne Convention and Exhibition Centre. The week will commence with the Victorian Government's Manufacturing Hall of Fame awards dinner to recognise the achievement of local manufacturers in their pursuit of excellence.

Other events for you to include in your calendar for the first half of 2009 are listed on our web-site homepage

BOOK REVIEW

This month we feature '**The Lean Toolbox For Service Systems**' by John Bicheno.

This book is the result of several years' work in Lean Service at the Lean Enterprise Research Centre, Cardiff Business School, and the service management programme at the University of Buckingham. It also builds on the best-selling **The New Lean Toolbox** by John Bicheno but of course takes service viewpoint. All material in the book has been field-tested by exposure to service professional and executive programmes.

FINAL THOUGHTS

The 'learning to see' approach is always dependant on communication, and in particular about feedback. If you have any feedback on visits and themes for future events that aren't being met by the current calendar, we ask you to send your thoughts via the website link

We look forward to seeing you at an **i2e** event in 2009.

Good luck in your pursuit of excellence

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



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