



“... 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 *Innovation Insights* throughout Victoria — and an on-going series of *Logistics Insights*, *Service Insights* and *Sustainability Insights*.

## UPCOMING INSIGHTS

*i2e announces a Sensei Insights on the Sustainable Automotive Organisation with Toyota and Autoliv.*

<i>Innovation Insight</i>	<b>Wilson Transformer (Wodonga)</b>	November 17th
	<b>Toyota Australia</b>	December 3rd <b>Full</b>
<i>Service Insight</i>	<b>NAB</b>	November 24th <b>limited places</b>
<i>Sustainability Insight</i>	<b>Kraft Foods (Banksia Award winner)</b>	November 26th <b>limited places</b>
<i>Sensei Insight</i>	<b>The Sustainable Automotive Organisation</b> featuring <b>Toyota Australia</b> and <b>Autoliv</b>	December 1st <b>NEW</b>

**i2e** has identified the need for organisations to meet and discuss what steps organisations are taking to go beyond the first steps of sustainability towards zero waste and optimised resource consumption, and 'how-to' link manufacturing excellence with the Business of Sustainability - to be both Lean and Green. For many years, we have looked to the automotive industry for leadership and to learn about their 'Lean' journeys ... our final Sensei Insight event for the year "**the Sustainable Automotive Organisation**" provides the opportunity to learn about the 'Green' journeys from **Toyota Australia** and **Autoliv**.

We encourage you to participate at this event as your thoughts turn towards planning and setting goals for 2010.

One of the unavoidable issues for **i2e** is that numbers to every event are limited by the capacity of the host, and it is always a difficult time for us when we have to 'optimise' the numbers for oversubscribed events. We are delighted that **Toyota** and **NAB** have agreed to host follow-up visits for those that missed out earlier in the year.

**Kraft** are also opening their doors for the 3rd time this year later this month. But this *Sustainability Insight* promises to be different. It will be the first time Kraft have showcased to an Insight group their outstanding environmental achievements and why their organisation was awarded a Banksia award earlier this year.

Over the next few months, **i2e** will begin to populate the website for visits for the first half of 2010.

## HANSEI - REFLECTIONS

It is always useful to look back at the same time as you begin to look forward. I came across an email sent earlier this year outlining some of **i2e's** plans and dreams for 2009. At the time, we were reviewing the draft calendar for *Innovation Insights*, structuring the learning matrix for the new *Logistic Insight* and *Service Insights*, and hopeful of gaining support from Sustainability Victoria for *Sustainability Insights*.

Looking back now, all of this has been achieved and that's where 2009 has gone! Thank you to all the organisations who have hosted and people who have participated in an Insight in 2009. Thanks to you we are on track to exceed all of our participation KPIs, in spite of the challenges that 2009 has thrown at all of us.

## 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.

**NorthLink** continued to be a great supporter of **i2e** in 2009. The Northern Business Achievement Awards will be presented by the Hon Peter Batchelor at a Grand Finale Breakfast on Thursday 3rd December 2009 featuring comedian Rod Quantock.

Lean Enterprise Australia invites you to spend a day solving problems with an internationally recognized authority on Lean Thinking, later this month. David Meier, co-author of the best selling books, *The Toyota Way Fieldbook*, and *Toyota Talent*, provides the language, concepts and tools need to bring Toyota's success-proven practices to life in any organization.

Click here to go to the webpage link.

## BOOK REVIEW

This month we feature '**Toyota Talent**' by Jeffrey Liker & David Meier.

Toyota credits its status as a global powerhouse to its people. Now two of the leading authorities on the company give you the methods for developing an exceptional workforce the Toyota way.

## FINAL THOUGHTS

The year is almost about to finish with opportunities to learn from the best. Insights with NAB, Kraft, Toyota and Autoliv are a great way to finish the year as our focus turns to planning for another great year of Insights in 2010.

We like to acknowledge our sponsors, Department of Industry, Innovation and Regional Development, and Sustainability Victoria for their support this year. DIIRD have recently commissioned Mantra (a division of CSIRO) to contact a representative group of 2009 Insight participants to independently assess the impact and outcomes from your participation at an *Innovation Insight*. We encourage you to respond to such a request for your feedback in an open and honest way.

### Good luck in your pursuit of excellence

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



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