



“... 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 new Insight in November to celebrate the recent Banksia Award.

<i>Innovation Insight</i>	Parker Hannifin Corporation	October 13th	
	Mars Petcare	October 14th	
	Godfrey Hirst Australia	October 27th	
	Hella Australia	November 12th	
<i>Service Insight</i>	NAB	November 24th	NEW
<i>Sustainability Insight</i>	Replas	October 21st	
	Kraft Foods (Banksia Award winner)	November 26th	NEW

Excellence doesn't stop at the boundaries of metropolitan Melbourne.

Throughout the next few weeks, the focus of the *Innovation Insights* program is on a series of regional visits to exemplar Lean operations in Bendigo, Wodonga and Geelong. Many of these operations are ‘well kept secrets’ to those of us in the city, and we encourage you to consider some ‘country air’ while ‘learning to see’.

Some of our Insight events in the remainder of this year’s calendar are heavily subscribed, but there are others where the story is not so well known. There are several *Hall of Fame* inductees opening their doors over the next few months, including **Hella Australia**—who earlier this year launched their new ‘Kaizen line’ to manufacture lights locally for Toyota’s international operations. This month’s program also includes a *Logistics Insight* to a different part of the Toyota family TT (**Toyota Tsusho**) Logistics who utilise TPS in all aspects of its logistics operations at its Laverton North warehouse.

The next *Sustainability Insight* will be to **Replas** which will add to the Insightful Sustainability Insight to Visy Recycling a few weeks ago. How can you turn your waste into a valuable resource? How can you eliminate plastic waste going to landfill?. This Insight will have a special emphasis on Plastics 101 and innovative reuse of plastic.

For those that missed out on attending the *Service Insight* to NAB last month, please note **NAB** have agreed to host another *Service Insight* in November to satisfy the interest (The last visit rated higher than 9/10 overall). In addition, there are a regular series of *Innovation Insights* to a variety of organisations in all regions.

Go to the i2e website at www.i2e.org.au to view all events.

HANSEI - REFLECTIONS

The diversity and popularity of our Insights visits continues to grow.

Highlights from the past month include a group from Redesigning Health Care learning to see opportunities in the hospital supply chain at **GS1s** Knowledge Centre and a group from NAB keen to examine the similarities and differences between 700+ restaurants and 700+ banks across Australia. Thank-you to **McDonalds Family Restaurants** for opening their

doors twice due to the high level of interest in learning about standardisation and 'made to order' service.

The Sustainability Insight to **Visy Recycling's** Material Recovery Facility had a special emphasis on packaging design and gave the group, ranging from designers and educators to container makers and food producers, a great insight to what happens to our rubbish when it "goes away" and the features that impact most the recyclability of our packaging.

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. Upcoming conferences and events by other organisations in our community of Best Practice can be accessed via the homepage of our website.

The AOQ "Leadership for Deployment of Lean Six Sigma" in Melbourne is sure to emphasis that good leadership is essential to the success of any programme and how for Lean Six Sigma this is even more so. The SCLAA's breakfast later in October with the CEO of the Port of Melbourne Corporation is another way to build on your learnings from the *Logistic Insight* visits that have commenced over the past few months.

BOOK REVIEW

This month we feature '**The Sustainability Advantage**' by Bob Willard.

Written in the pragmatic language of business leaders by a senior executive at Big Blue, *The Sustainability Advantage* shows that the business benefits of sustainable development strategies are quantifiable and real-and executives do not have to be tree-hugging environmental activists to reap these benefits.

FINAL THOUGHTS

With the exception of one or two events still being finalised for later in November, the Insights calendar for 2009 is now almost complete. Keep an eye out for those new Insights and we'll remind you in the next newsletter.

We now move our focus to planning for 2010 and invite your feedback on what has been the most valuable Insights you would like to see on our calendar again next year, or any other feedback on other Insights and organisations you would 'like to see' in our future program of events.

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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