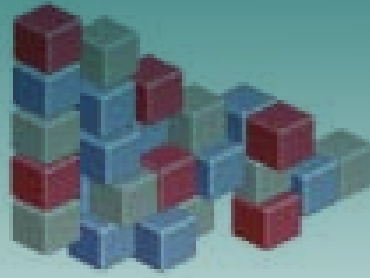
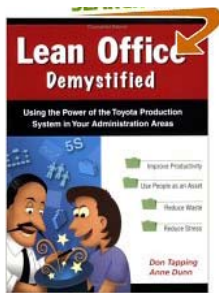


# Sensei INSIGHTS



WEDNESDAY  
9TH MAY 2007  
Melbourne CBD



In one day Don Tapping will show you how to unlock the productivity in your administrative areas.

Best selling author, consultant and Lean Office practitioner.  
Don Tapping.



## Learn From The Best

Lean is not just for manufacturing - more than 60% of the costs of products and services can be attributed to administrative processes.

Insights to Excellence is proud to announce the first Insight with a Sensei "Lean in the Office" Insight with best selling author Don Tapping.

**Don Tapping** is recognised as one of the most up to date, global leaders in Lean Management, an established best selling author, consultant and Lean Office practitioner.

### **Practitioner**

Don has worked for over 25 years eliminating waste and improving bottom-line results in the telecommunications, medical, automotive, industrial, and aerospace industries. He was directly involved in providing leadership in Lean implementation activities for Eaton Aerospace Division, UNISTRUT Corporation, Schlumberger Technologies and Data Scan Services.

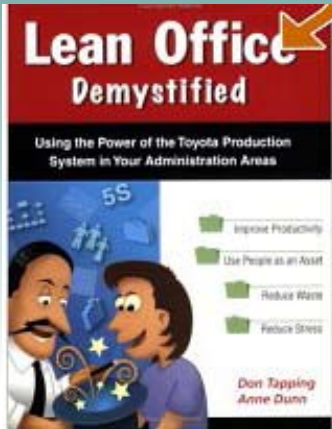
### **Developer** of Lean Tools and Techniques

Don continues to set the bar for Lean improvement, with his ability to design and teach step-by-step implementation methodologies identifying processes that require improvement, and then introducing proactive steps to improve or redesign them so reducing costs, boosting performance, and increasing customer satisfaction.

### **Author**

Over the past 10 years Don has been specifically applying Lean Office practices in the USA and Europe and has produced several best selling books associated with Lean Office, Lean Health, Lean Finance, Value Stream Mapping and Lean for Jobbing Shops.

[sensei @ i2e.org.au](mailto:sensei@i2e.org.au)



Lean Office Demystified, the proven success of the Toyota Production System for the office is explained in clear and simple terms that can

- help any office situation in solving problems
- improve workflow
- reduce employee stress and
- improve overall office productivity - while meeting customer demand

‘Allows Lean to be applied in administrative areas with a simple 1-2-3 step process.’

Doug Beument, Training Manager,  
ADVO Food Group



The front and back office, service and administration processes are often overlooked in Lean management and continuous improvement initiatives.

Although office and administrative activities can account for 60% of the production costs in most manufacturing organisations and up to 80% in administrative service organisations, these areas often get excluded or overlooked during Lean initiatives.

### “Insight with a Sensei”

Don Tapping’s Lean in the Office will convey to you the proven success of the Toyota Production System for administrative processes.

Don will provide examples of documents and worksheets in a progressive manner that most of us can apply to our office area and beyond. He will explain each phase and how to establish our readiness to move to the next stage of implementation, providing the foundation blueprint for planning and implementing our administrative improvement while maximising employee performance.

#### **Don will deliver his proven system for Lean implementation into your office and administrative areas including:**

- An overview of basic Lean concepts.
- Methods for identifying the administrative activities that need improvement.
- Examples of Lean implementation, common misconceptions and key focus areas.

#### **In addition, tools and techniques will be explained, such as**

- Visual management, visual layout.
- Product and information flow.
- Levelled and balanced work.
- A set of conference notes.

#### **What you will take away**

- A full set of conference notes.
- A self assessment tool for rating your Lean administrative areas.
- Guidelines and checklists to help direct and maintain Lean improvements in your workplace

A selection of Don Tapping books will be available to purchase.

# AGENDA



Insights to Excellence (i2e) Ltd is a not-for-profit organisation established in 2006 to foster and promote an awareness of excellence and best practice within the Victorian business community.

Archie Cowan  
General Manager  
[www.i2e.org.au](http://www.i2e.org.au)



Our business is about improving productivity and capability through applied learning. We see increasing numbers of people in leadership roles who have knowledge around business improvement and lean principles and practices, but need support resources to implement change.

Brenton Leitch  
Managing Director  
[www.landp.com.au](http://www.landp.com.au)

- 8.15 am: Coffee on arrival
- 8.30 am: Welcome and Introductions
- 8.45 am: Why Lean Office?  
  
Common Misconceptions and Typical Outcomes.  
  
Can Lean work in Banks, Government and Healthcare?
- 10.00 am: Coffee Break
- 10.30 am: Where do we start? How?
- 12.00 pm: Lunch
- 1.00 pm: Workflow and Value Streams in the Office.
- 2.15 pm: Coffee Break
- 2.45 pm: Tools and Techniques including 5s for Office
- 4.15 pm: Open discussion.
- 4.40 pm: Closing remarks.
- 4.45 pm: Close





## Insight with a Sensei

### Lean in the Office

Wednesday 9th May 2007 8.30am to 4.45pm,

Cost: \$745 (plus GST)

Discounts may apply for Corporate tables

Contact us: 1800 007 730 or 0417 9191 43

Where: Melbourne CBD

Venue will be advised on confirmation of registration.

Refreshments provided: Light lunch, morning and afternoon

refreshments, and continuous coffee and tea.

\*The first 10 delegates to register will receive of a signed copy of a Don Tapping book.

### **Lean in the Office - Registration Form/Tax Invoice Insights to Excellence ABN 26 118 043 100**

**Book on line at [www.i2e.org.au](http://www.i2e.org.au) or**

**complete and fax this form with credit card details by Friday 4th May 2007**

ORGANISATION

POSTAL ADDRESS

FIRST NAME

FAMILY NAME

POSITION

TELEPHONE

EMAIL

PLEASE CONTACT US WITH ANY SPECIAL DIETARY REQUIREMENTS 2 WEEKS PRIOR



Insights to Excellence

Phone 1800 007 730 or 0417 919 143

P.O. 1204 Kensington Victoria 3031

FAX: (03) 9391 5450 EMAIL: [sensei@i2e.org.au](mailto:sensei@i2e.org.au)

\*REGISTRATION WILL BE CONFIRMED BY EMAIL

**[sensei @ i2e.org.au](mailto:sensei@i2e.org.au)**