

# *Introduction to Lean Systems Thinking Reducing Costs : Maintaining Delivery*

*Date: 8th September 2010*

*Location: Great John Street Hotel, Great John Street, Castlefield,  
Manchester M3 4FD*

*Time: 08.45am - 12.30pm (Including luxurious continental  
breakfast)*

Although Lean has been established in the manufacturing world for over ten years, it is only in the last couple of years that office-based organisations have become seriously interested in implementing Lean. At present all organisations face two powerful pressures:

- **To reduce costs** with tighter budgets and more demanding efficiency targets
- **To improve performance** in response to challenging targets and rising public expectations.

Organisations can do both if they are bold enough to fully embrace Lean.

Implementing Lean in organisations has not always been a smooth process, this may be due to the technical fit of Lean with typical public sector processes, for example. However it's mainly due to the way it has been implemented.

The aim of this seminar is to explore the issues associated with the introduction of Lean as a management philosophy. The main topics covered will be:

- What does Lean in a non-manufacturing environment mean?
- What can Lean deliver?
- The difference between a Lean process and using Lean tools
- Lessons learned from previous office-based Lean implementations
- How do we start a successful Lean journey?



**ad•esse**  
consulting

## AGENDA

This will be a participative learning event with opportunities to share experience and identify good practices.

8.45	Introductions / Aims / Agenda & breakfast
9.30	The fundamentals of the Lean approach and the benefits of using Lean
	Practical example of Lean concepts
	How Lean can be applied within the Public Sector
	The difference between a Lean project and using Lean tools
	How to implement Lean in a directorate or across a whole authority
	Next steps for each participant
12.30	Summary and Close

## ABOUT THE CONSULTANTS

Ad Esse Consulting will share with you some of their learning and experience from assignments spanning over 15 years. They have worked extensively across both the public sector (including Criminal Justice, local authorities, central government departments and healthcare) and many sectors from within the private sector. This session will be run by Philippe Lacey; Ad Esse Director and experienced Consultant, with nearly 20 years' improvement consultancy experience. His experience of Lean is drawn from working with many different private and public sector organisations across three continents on Lean and broader performance improvement projects. Clients include IBM, Gurit, Sage, Hoya Lens, the NHS, many Probation Areas and the Home Office.

## WHY AD ESSE?

- We specialise in Lean and transformation applied in a bespoke way.
- We have an informed and intelligent approach to improvement based on sector experience.
- Our interest in the client lasts beyond the project; we are interested in long term improvements, not short term financial gains.
- We take organisations to places they didn't think they could go.
- All our consultants have implemented change for real in challenging situations and can manage to work in paradoxical situations.

## WHO SHOULD ATTEND?

Senior managers and Leaders within the Public Sector who want to know how Lean can drive sustainable performance improvement in their operations.

## FEEDBACK ON PAST EVENTS

In the last 6 months we have achieved a 100% satisfaction rating for all of our Lean events. We always seek attendee feedback and here are some comments on recent events.

“This was the best course I have been on in a very long time. The content left me feeling inspired to go and put this into place where I work, and I found it thoroughly enjoyable. What surprised me the most was just how totally practical it was all made to sound. The consultant was excellent, and should be highly commended on his delivery.”

“I have attended many conferences/seminars, the content and facilitation can really be summed up in one word... phenomenal!

## COSTS

This is about sharing learning and good practice. We have fixed the costs to cover the venue, breakfast and materials, at only £140 plus VAT. This is only payable if you book on the seminar and then don't turn up. Otherwise the seminar is free..

## HOW TO BOOK

### Email:

Contact [shelagh.cunningham@ad-esse.com](mailto:shelagh.cunningham@ad-esse.com) with your name and telephone number and we will call or email you for all other details.

### Phone:

0844 8266162 or 07913482385 and ask for Shelagh Cunningham, Marketing, Ad Esse Consulting.

### Fax:

Complete the booking form and fax back to 0700 580 0488.

## DIRECTIONS

Located in the Heart of Manchester City Centre's Theatre and Shopping district. Adjacent to the famous Granada Studios and a ten minute walk onto Deansgate Shopping district including Harvey Nichols and Selfridges.

## TERMS AND CONDITIONS

If you do not get some useful learning out of the event, just let us know and we will refund the full cost of attending.

PLEASE FAX BACK TO 0700 580 0488 or CALL 07913482385 TO BOOK

**Booking Form - Introduction to Lean**

8th September 2010

Great John St Hotel, Great John Street, Castlefield, Manchester M3 4FD

Organisation Name	
Contact Name	
Address (for invoice)	
PO or Reference for invoice (if required)	
Can we send an electronic invoice?	Yes / No
Email address for invoice	
<b>Attendee 1</b>	
Name	
Job Title	
Email	
Phone	
Any Access/food requirements?	
<b>Attendee 2</b>	
Name	
Job Title	
Email	
Phone	
Any Access/food requirements?	

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