

One-day masterclass
21 June 2010
Rydges Melbourne

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Promoting Best Practice Lean Service Delivery in the Public Sector

Striving for continuous improvement and
customer satisfaction within government agencies

Masterclass leader:

Stephen Grech
Lean Master,
Lean Government Specialist

Discover practical tools to improve business processes and explore issues including:

- » What is Lean Thinking?
- » Why Lean in Government?
- » Lessons learnt in deploying Lean from the private sector (why some organisations succeeded yet others failed)
- » "Learn to see" process waste
- » Executive Lean leadership
- » Building a Lean organisation and a new culture of continuous improvement
- » Engaging staff and building commitment
- » Overview of contemporary business improvement methodologies, tools and techniques including Lean, 5S in the office and six sigma

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Please note: Due to the interactive nature of this event numbers are strictly limited

Promoting Best Practice Lean Service Delivery in the Public Sector

Striving for continuous improvement and customer satisfaction within government agencies

Why is this masterclass relevant to you?

While traditionally strongest in the manufacturing and service fields, the area of Lean Service Delivery is increasingly gaining traction within the public sector. The growth of this interest is primarily a result of government agendas and community expectations for the public service to deliver a more streamlined and innovative service that enables them to interact with government services in a more efficient way.

However, there is often a discord bet in terms of definition, context and the role of the discipline in providing sustainable practice. There can also be resistance from management and employees, the complexities that come with identifying and satisfying the customer, the challenge of working across different agencies or in public-private partnerships, and a complicated legacy of bureaucracy and red tape that is the antithesis of successful Lean Service Delivery.

Those responsible for driving continuous improvement within the public sector also need to ensure that they develop processes and delivery mechanisms that are highly adaptable in order to align with requirements and to demonstrate to their organisation that a Lean management approach is more about driving efficiency and growth than slashing budgets and employee numbers.

This one-day masterclass will provide you with insights on how these barriers can be overcome and improve your understanding of the benefits of and Lean Service Delivery to your organisation.

You will learn how to:

- Establish systems that allow theory to be put into practice
- Reduce backlogs and improve information dissemination by improving business processes and embracing Lean practices
- Implement change sustainably
- Harness the potential of value stream mapping

Who should attend?

Professionals, Managers, Directors and other individuals responsible for:

- Strategy and Operations
- Lean Management
- Six Sigma
- Total Quality Management
- Supply Chain
- Quality Management
- HR and Change Management
- Strategy
- Operations
- Enterprise Architecture
- Line of Business and IT
- Workflow Management
- Integration, Automisation and Monitoring
- Business Transformation
- Finance, Audit, and Compliance
- Business Process Management
- Business Analysis
- Systems Analysts
- Business Process Applications

About your masterclass leader:

Stephen Grech
Lean Master,
Lean Government Specialist

Stephen Grech introduced Lean Thinking business improvement philosophy to the Department of Human Services and is now sought after by government agencies and small businesses to reduce non value adding activity and improve the quality of the services they produce.

Stephen has trained over 500 people in Lean Thinking business improvement methods and has implemented a number of Lean, Six Sigma, 5S in the Office and Lean organisational improvement projects in the public and private sectors. Stephen has worked in a number of Victorian State Government Departments and has a Bachelor of Economics, Black Belt Six Sigma, Certificate of Mastering Export Marketing, accreditation in XeP3, Diploma in Lean Supply Logistics and certification as an AusIndustry Advisor. In 2009, Stephen was inducted into the Membership of Australian Organisation for Quality.

Masterclass Agenda

Promoting Best Practice Lean Service Delivery in the Public Sector

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8.45 Registration and refreshments

9.15 Introduction and welcome

The masterclass leader will introduce the course objectives and discuss how the day will proceed. Attendees will have the opportunity to participate in a brief 'getting to know you' exercise, so that everyone is familiar with fellow attendees' backgrounds and what they hope to achieve from the masterclass.

Stephen Grech, Manager, Doing Business Better, Department of Human Services (VIC)

9.30 Introduction to Lean Thinking and Lean rules

Lean Thinking is an ever evolving philosophy based on proven principles and practices aimed at the elimination of process waste. Lean Thinking seeks to make it everyone's responsibility to learn to see and proactively eliminate all forms of process waste.

Lean Thinking aims to develop an organisation of problem solvers by building the internal capability to continuously remove non-value adding activity, errors, defects, waiting and re-work.

Understand the true meaning of Lean Thinking and learn how Lean principles can be applied to your workplace to save you time and money, improve the quality of goods and services, and improve productivity, morale and safety for your clients and workforce.

Discover practical tools to improve business processes and explore issues including:

- What is Lean Thinking?
- Lean Thinking principles
- Why Lean in Government?
- Lessons learnt in deploying Lean from the private sector (why some organisations succeeded yet others failed)
- "Learn to see" process waste
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12.30 Networking lunch

1.30 Introduction to value stream mapping

Value stream mapping is a highly effective business improvement tool used globally to expose sources of process waste in order to eliminate or minimise it. It is most frequently used using a paper-and-pencil representation of every value add and non value add process step in the material and information flow of the end-to-end process.

Gain an understanding of what is the "value stream mapping" business improvement tool. Develop knowledge in how to see process problems. Learn how value stream mapping can be used as an effective way of reducing non value adding activity and wasted time and effort in your existing processes.

In this session, participants will:

- Be familiar with the business improvement tool
- Learn to identify forms of waste
- Understand how to engage staff in process mapping
- Commence mapping a business process
- Gain an understanding of a number of problem solving techniques
- Be familiar with techniques to generate ideas for business process improvement
- Become familiar with developing a new and improved business process

4.30 Closing remarks and end of masterclass

RECOMMENDED RESOURCES

BPM - Insights and Practices for Sustained Transformation

A refreshing, innovative and in depth insight into BPM that explores the strategic, operational, business, human and technological dimensions. The report draws upon a wealth of industry research and practices coupled with the authors's considerable personal experience.

<http://tinyurl.com/bpmreport>

Preparing for this masterclass

Attendees are invited to submit specific eLearning challenges that they would like to have discussed during the masterclass. Please email your challenges to sbailey@arkgroupasia.com at least two weeks prior to the masterclass. If you do not want your organisation identified, use a pseudonym such as BigBankCo, or SmallRetailCo to indicate the industry involved and the size of the organisation.



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21 June 2010, Rydges Melbourne

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Booking conditions

- Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
- Payment must be received in full prior to the course.
- All speakers are correct at the time of printing, but are subject to variation without notice.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
 - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
 - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
- For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
- Delegates are responsible for their own travel, accommodation and visa requirements.

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