

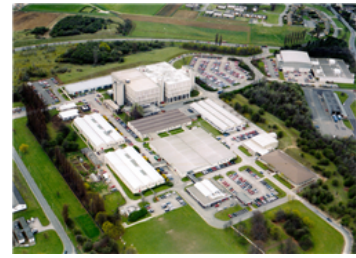
North of England Excellence and the British Quality Foundation

Sharing Best Practice Tour

THE BRITISH LIBRARY DOCUMENT SUPPLY

Boston Spa, Wetherby

18th September 2012 – 13:00pm to 15:30pm



The British Library at Boston Spa is one of the world's largest document supply operations. The facility recently celebrated its 50th anniversary and over the past half-century it has supplied well over 100 million documents to customers around the globe. Its vast collections include books, journals and conference proceedings encompassing every imaginable subject across science, technology and medicine, as well as the arts and humanities.

Supported by North of England Excellence, the British Library has trained literally hundreds of staff in continual improvement tools and techniques and dozens of managers in how to facilitate improvement teams.

Delegates will learn about

- The British Library approach to continual improvement
- Use of business improvement techniques such as Lean
- Some of the cultural challenges faced and how they have been tackled

Programme

We start at 13:00pm with a buffet lunch. A presentation from the British Library team is followed by a site visit, and opportunities for discussion and questions. The visit will finish by 15:30pm.

Places are limited to 25 delegates. Early booking is recommended.

Cost

£35 plus VAT - North of England Excellence/British Quality Foundation Joint Members

£90 plus VAT MCCI, NECC, and CQI members

£100 plus VAT - non-members

FURTHER INFORMATION & BOOKINGS

For further information or for bookings please call **01925 715245** or email events@northofenglandexcellence.co.uk

In Partnership with

