North of England Excellence
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Workshop (1 Day) – An Introduction to Lean Six Sigma

19th April 2012, Warrington
17th May 2012, Leeds

Presenter: Dr. Malcolm Taylor, Managing Director, Arca Management Ltd.

Overview: Want to work "Smarter, not Harder?" Looking for ways to improve Quality, reduce Cost, or improve Customer Satisfaction? Then the Lean Six Sigma business improvement methodology is for you. "**Lean Thinking**" focuses on the "Economies of Flow" - doing more with less; less effort, less investment, less working capital and, most importantly, identifying and eliminating the time spent by staff on work that adds no value to the service or product being provided. **Six Sigma** focuses on the variation within a business process. It looks at the question: "How well does this process deliver what the customer actually wants?" The approach started out in industry, and is now being used by many manufacturing operations. Today, it is being adopted by an increasing number of Service and Public Sector organisations as their improvement system.

The benefits of adopting Lean Six Sigma can be considerable. Many organisations find, on first review, that some 50-60% of their activities add no value at all in meeting customer requirements. Lean Six Sigma methodologies provide clarity of vision; they allow an organisation to identify where and how it creates value. Once this is done it becomes clear where and how it will need to eliminate or minimise wasteful activity. Doing so provides the basis for the creation of systems that consistently satisfy customers, providing services and products on-time, on quality, at the best cost.

This workshop introduces Lean Six Sigma theory, using discussions and practical exercises to explore the principles of both Lean and Six Sigma. Participants will leave with an understanding of the value of the approach within their organisation, and how they might start to adopt it.

Delegates will cover:

- The key principles of a Lean Six Sigma improvement approach.
- How to define value and identify value streams within an organisation.
- How to identify the 7 areas of waste in any organisation.
- The impact of variation on the ability to deliver customer requirements.
- The impact of flow and pull on customer satisfaction.

Presenter: Malcolm has led the successful pan-European deployment of a Lean Six Sigma programme, for a Pharmaceutical Services company, across 16 separate sites. He has assisted Schools and Public Sector organisations with Lean Six Sigma projects. Having worked in functions as varied as Sales and Marketing, Quality Assurance and Business Development he has wide knowledge of the ways in which Lean Six Sigma can be applied in different areas of an organisation.

Cost per delegate :

Joint NoEE/BQF Members £145.00 plus VAT; Non-Members £295.00 plus VAT

To book: email: events@noee.co.uk Or call Suzanne on: 01925 715245

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