



Productivity Institute
psl training centre



Centre for
Continuing and
Professional Development

People Side of Lean with Bodek

The Power and Magic of Lean

SAVE \$115

Register & Pay By
20th Feb 2011

Enjoy 10% Discount
for groups for 3
or more delegates!

- Workshop 5 - 6 April 2011 • Sorrento in the park, Auckland New Zealand

The Power and Magic of Lean

"Failure to change is a vice." Hiroshi Okuda, Chairman Toyota

A parallel exists between 1979 when my journey of discovery started and the year 2011. Back then, Japan was perceived as a nation of "copiers" providing nothing for us to learn or fear from. We were richer, stronger and more innovative. It was comforting for us to just ignore their growth. And what happened? Toyota, Honda, Panasonic, Yamaha, Sony, Fujitsu, Hitachi, Toshiba, Fanuc, Kyocera, Nikon, Fuji Film and others swiftly rose to become manufacturing giants through their quality and productivity growth efforts and many of our industries were either threatened or they disappeared. We just didn't know what was happening until it was too late.

Today we look at Japan much like we did in the past as a nation struggling with its debt, with its deflation, with its recession, with its economic decline. We look at Japan as if there is nothing for us to learn or fear from them. And once again, boy are we wrong.

In the 1950's the Toyota Production System was born giving Toyota its eventual competitive advantages - bringing it to its current state as the world's most successful automotive company; with 50 billion dollars in the bank and a net worth greater than General Motors, Ford and Daimler Chrysler combined. **But even Toyota made mistakes - they are learning from their mistakes - are you?**

You may not have heard of Norman Bodek before, but if you've heard of Lean, Cellular Manufacturing, Kanban, the Toyota Production System, JIT, SMED, TPM, QFD, Quality Circles, Hoshin Kanri, Poka-yoke, Visual Factory, Quick and Easy Kaizen, or Kaizen Blitz, you are familiar with my work. I played a major role in discovering these wonderful gems and bringing them out of Japan.

I will tell you the story of my adventures with Dr. Shingo, Mr. Ohno, Dr. Fukuda, Dr. Deming, Phil Crosby, and many others. I hope that you will recognize and apply the great competitive power that you can derive from their knowledge - **Norman Bodek**, the "**Godfather of Lean**".

To hear Mr. Bodek and learn the Power and Magic of Lean

SIGN UP TODAY!

Strictly limited seating to ensure value added to all Participants - so book early! Comprehensive course materials will be provided.

Delegates who successfully complete this course will receive the **PCS Consulting - Productivity Institute Centre for Continuing and Professional Development Certificate for Participation signed by Norman Bodek.**

The Power and Magic of Lean by Norman Bodek

WHY YOU CAN NOT MISS THIS COURSE

By attending this course you will:

- ✓ Discover the best management practices from Japan
- ✓ Learn how to see opportunities for improvement
- ✓ Develop a checklist, a step-by-step approach to converting to a Lean organization, understand the Lean tools and techniques and how they apply - look more closely at the time line, from customer order to delivery, and take out the non-value adding wastes
- ✓ Study corporate visions, values, missions and philosophies of leading Japanese companies
- ✓ Look at the differences between leading and managing at Japanese and Western companies
- ✓ Look at Total Employee Involvement and giving your employees the opportunity to be self-directed autonomous people to be motivated and inspired at work
- ✓ Study how Japan improved quality and learn the quality tools
- ✓ Zenjidoka a new concept on how we can learn from Toyota's mistakes and avoid them in the future

It's Time To Act

Less than 10% companies are successfully developing and empowering their employees!

WHO SHOULD ATTEND?

All Executives, Managers, Supervisors, Specialist Engineers and others with responsibility for leading Lean implementations, including:

- * CEOs/COOs/CFOs/Directors
- * Plant/ Site Managers / Operations Managers
- * Manufacturing/ Production Managers
- * H&S and Quality Managers
- * Process Managers / Engineers /Supervisors
- * Supply Chain/ Logistics/ Distribution Managers
- * Technical Specialists, and others

TIME TABLE	8:00am	Registration and Coffee
	8:30am	Programme Commences
	10:30am to 10:45am	Morning Refreshment
	12:30pm to 1:00pm	Lunch
	2:30pm to 2:45pm	Afternoon Refreshment
	4:30pm	End of Programme

WORKSHOP AGENDA 5th - 6th April 2010

Session 1: Setting Goals

- Select a goal, to be the best, to be an artisan at work and develop a clear plan to be very successful and pleased with your work life
- 40,000 people in Japan have been trained on the new Harada Method you will learn how to set a life goal and work out a plan to achieve it

Session 2: Review the Best of Japan

- Review the Best of Japan
- Review your selection of your personal goals - pick one exercise
- Teach you how to "See" opportunities for improvement from the eyes of Mr. Ohno and Dr. Shingo
- Review Ohno Sayings

Session 3: Creating a vision and looking at the differences between leading and managing

- Japanese leadership versus US leadership - debate
- Leading your company based on your vision, mission, values and principles
- Developing teams, skill building, training and certification

Session 4: Total Employee Involvement

- The Quick and Easy Kaizen process - Continuous Improvement
- How to Do Kaizen - implementing a Quick and Easy Kaizen process
- Gulfstream received last year over 34-implemented ideas per person, saved millions and also won the Shingo Prize - "I will teach you how to do this."

Session 5: Day-to-Day Management

- How to pick your career goal and work out your plan to serve your company better and to be highly successful at life
- 64 Matrix
- Writing your three-month plan
- Writing your one-month plan
- Writing your first daily plan

Session 6: Norman is a Six Sigma Grand Master

Quality

- A review of Dr. Deming's paper from 1951
- The quality process
- Zero quality control - the steps
- TQM - TQC
- Basic quality tools
- Six Sigma - DMAIC
- Poka-yoke

WORKSHOP AGENDA 5 - 6 APRIL 2010

Session 7: Lean Tools and Techniques - Process Improvement

- The time line
- Dr. Shigeo Shingo
- The Toyota Production System (Lean - JIT)

Session 8: Tools and Techniques

- Lean tools and techniques: VE, TPM, standard work, 5S
- The Sango chart
- Create a Lean check list
- Create a step by step approach to converting to a Lean organisation

Session 9: Technology MAP

- Creating a Technology MAP—Plan your way to World-Class
- Discussion: Kaikaku The Power and Magic of Lean

Session 10: Discussion:

Toyota went from the highest quality automobile company, the most financially successful to recalling 11,000,000 cars - what happened and how to prevent this in the future.

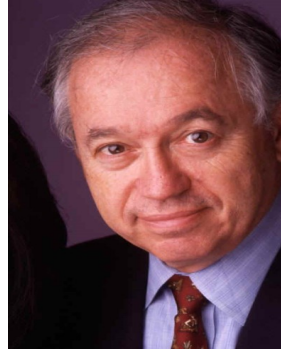
WHAT OTHERS HAD TO SAY

"I am sure you know this but I thought I should tell you anyway (just in case) that everyone, and I mean every single person who attended your presentation, said that it was by far, the best presentation of the conference. Even Mr Kamal Ayoub, VP of Operational Excellence at Covidien, gave your presentation a glowing review and had many positive comments about your content, message and delivery. Thank you again for your energy, spirit and wisdom. I look forward to our paths crossing again soon!" - Best regards, *James A. Feltman, Executive Vice President. Argo, Inc.*

"The time I spent with Norman during the Quick and Easy Train the trainer session was invaluable. He is a living legend. His vast experience with the originators of lean is something we can't miss. He teaches us how to release the immense potential of employees which most companies fail to tap most of the time. The Quick and Easy Kaizen is one way of doing exactly that. It empowers your employees and is very consistent with the "Respect for People" principle. What we experienced as a group is that the Quick and Easy Kaizen can be adapted to your learning and experiences, and can be custom made for each company". Great learning experience..." — *Aji K Rahim, General Manager Process Excellence, AP Moller Group.*

"My role in life is to teach managers (teachers), how to teach their employees (students) how to be successful in life. Companies ask their employees to work hard, to reduce costs, to improve quality, etc., which is good, but they rarely ever focus on helping people to be excited about their work" - Norman Bodek

YOUR COURSE LEADER: NORMAN BODEK



This past December, Norman was inducted into the 2010 Industry Week Manufacturing Hall of Fame.

Over the past 30 years, Norman Bodek has worked tirelessly to bring the best of Japanese management theory to America.

He is credited with discovering and publishing the works of Dr. Shigeo Shingo and Taiichi Ohno, the inventors of the Toyota Production System. His knowledge has been gleaned from taking more than 77 trips to Japan and visiting over 250 plants. Believing that you must see the process in action, Bodek has conducted 30 study missions for inquisitive executives.

Norman teaches the Best of Japanese Management at both Portland State University and Utah State University.

He has published 100 Japanese management books on subjects including kaizen blitz, SMED, TPM, QFD, Hoshin kanri, poka-yoke and visual factory, which have been indispensable tools in the continuous-improvement movement. He has recently written six books including his latest "How to Do Kaizen."

In 1988, he co-founded the Shingo Prize for Operational Excellence with professor Vern Buehler at Utah State University.

Bodek is president of the Vancouver, Washington based publishing, consulting and training firm PCS Press Inc., where he is working to broaden the implementation of lean from the production floor to the entire enterprise. "*I see the evolution of lean from the factory floor to human development. My goal is to find the best ways to grow employees in a way that will make us more competitive,*" explains Bodek. "Every person at work should be empowered and involved in the improvement process through their own creative ideas to make their work easier, more interesting, build their skills and capabilities, while at the same time improving communications throughout the organization, improving customer service, improving quality, improving safety, improving productivity and bringing new excitement and joy into the workplace."

Bodek believes that lean again will come to the rescue of manufacturing in terms of providing a path to innovation. Developing the human side of lean will empower people to take the time to look both within and outside their organisations in an effort to create solutions that translate to new products and markets.

Norman has been a frequent keynote speaker at major conferences and teaches companies on employee empowerment, Lean/TPS, customer service, productivity, quality and process improvement for many organisations including the Institute of Industrial Engineers, ASQ, APICS, ISO 9000, CIBC - Canadian bank, FAA, Ortho-Clinical Diagnostics, BAE, Gulfstream, St. Francis Hospital Indianapolis, Dakota MEP, the Shingo Prize, and many others.

Mr. Productivity, Mr. Lean, Shingo Prize Recipient and member of Industry Week Manufacturing Hall of Fame for 2010 will deliver a 2 day workshop on "The Power and Magic of Lean" in Auckland on the 5th and 6th of April 2011.

Book your seats NOW by emailing info@pslglobal.net

Value Proposition:

Cost per participant: \$2,150 + GST (or \$2,472.50 inclusive of GST)

* **Early bird discount** : \$100 + GST (or \$115) for registrations before the 20th of Feb 2011

* Avail 7.5% discount if you are a member of: CBAFF, HERA, NZIM, NZPICS, EMA & Export NZ

* Avail 10% Group Discount if 3 or more participants from the same organisation booking together.

* **Only one type of discount can be availed; Registration form is available on our website**

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