

MALTA 2011

LEAN BUSINESS EXCELLENCE

- advanced executive education -

First time in Malta

Dr. Carlo Scodanibbio
and
Ing. Joseph Micallef

jointly present:

"a modular and most comprehensive training program on lean management principles for the industry within the Maltese islands and neighbouring countries"

Training Event 06:

"LEAN MANAGEMENT"

"Operational Principles for the Service and Hospitality Industry"

5-7 September 2011 – Malta Enterprise - Malta

the evolution and implementation of lean concepts across business processes and industries: practical principles for Service and Hospitality establishments

with thanks to:



LEAN MANAGEMENT FOR THE SERVICE/HOSPITALITY INDUSTRY
A 2-Day Training Course Developed And Presented By:

Dr. Carlo Scodanibbio – Ing. Joseph Micallef
email: carlo@scodanibbio.com jmicallef@theiet.org

<http://www.scodanibbio.com/malta2011/>

An illustration featuring several interlocking gears of various sizes and colors (blue, grey, and red). A stick figure is positioned in the center, appearing to be part of the mechanism. The background is dark with some faint lines.

LEAN MANAGEMENT

Operational Principles for the Service/Hospitality Industry

Foreword .

...in a rapidly changing world, featuring vanishing borders and hot, global competition, all industrial and business concerns, including Service and Hospitality establishments, must aim at new, lean performance targets in line with "the best in the class-room"...

FROM THE DESKTOP OF DR. CARLO SCODANIBBIO AND ING. JOSEPH MICALLEF

Dear Delegate(s),

Lean Thinking is changing the way organisations operate. No longer stuck in the paradigm of "mass" thinking many enterprises, including service and project-driven companies as well as governmental bodies/institutions, have tried to adopt some portions of the Toyota Production System, the Lean philosophy. Many have failed. Many have rushed off, taken a course and pronounced themselves LEAN. Yet very few have tested the depths of overall performance enhancement and added competitiveness possible with a complete change of paradigms in the "lean" direction.

Research by Gallup has uncovered that less than 30% of employees are truly engaged in their jobs. Lean Thinkers have long shown that an additional 25-40% of the work done by most organisations is waste or non-value added. This means that nearly 40% of every payroll dollar is lost. With the advent of true global competition, can you afford to lose 40% of your time as a company?

Waste in "traditional" organisations may reach very high levels. Besides a remarkable amount of wasted manpower at all levels, "traditional" organisations feature many and more complex aspects of waste: waste in resources (all), waste in technology, waste in unexploited personnel talents and abilities, waste in lost opportunities – and, most tragic, waste in management strategies and practices, waste in supervision and control, waste in bureaucracy. It is their "first-industrial-revolution" DNA that causes – unknowingly - waste. Moreover, any internal waste always reflects onto the client. There is always a sure and verifiable correlation between internal Organisation's waste and poor output or value-loss to customers (in terms of lack of service, poor customer care, delays, etc.). This is a theorem, it is chronic and repeatedly showing from decades, without major significant improvements – in spite of all sorts of efforts: from ISO certification to continuous improvement programs – from "restructuring" to "reengineering". Obviously the core problem is much below the surface and remains untouched.

This programme of Events (being organised through 2011) arises from a strong necessity we have detected in industry, through almost 20 years of training and consulting in lean practices: lean methods are mostly adopted in "some" area of an organisation (for instance in the operational area of a manufacturing enterprise), driven by middle-level managers. However, the overall structure of the organisation remains "traditional": the "upper floors" of the organisation practically get untouched by lean practices - with obvious lack of overall organisation's performance and even with drawbacks and structural clashes reflected onto the "ground" floor by malpractices and dis-functions at upper level. The situation is even worse in the Service and Hospitality sector, where "traditional" practices still dominate organisation-wide, from decades.

The net conclusion is that Service organisations, even the best in the class-room, may remain stuck in "traditional" paradigms: numbers and figures may still look good, but the overall performance of the organisation is not really improving nor getting ready for the tough challenges ahead. This is a very serious and dangerous situation.

This training course, addressed to High/Mid-Level Managers, is the logical follow-up of the Launching Event dedicated to your Top Management. The way it is presented will be a shocking experience for many of you. Because it demystifies all traditional principles of the first industrial revolution on which the majority of Service organisations, still today, are built or around which they operate. By presenting in rather great detail the philosophy of the second industrial revolution and the main tools and disciplines readily available to all enterprises to perform in an "excellent" status, this course is a door-opener to lean practices for whoever is: 1) ready to listen to the message – 2) prepared to abandon obsolete principles, formulas and approaches – 3) willing to get to "lean" status.

This training shows that Lean principles can and should be adopted also in the operational processes of non-manufacturing organisations, such as service and commercial/hospitality/service/trading establishments, and any other type of private business – as well as in the public sector.

This training course wants also to enable the creation of a modern, Lean Industrial Culture throughout an Organisation, paving the way to effective, lean synergies amongst its entire management structure.

By showing that "thinking" is what must change at all levels of an organisation, this event will prove that higher levels of performance can be achieved if you create the right conditions.

We GUARANTEE that you will leave this training course with the knowledge and tools to improve the value proposition of your organisation!

Dr. Carlo Scodanibbio and Ing. Joseph Micallef

Lean isn't an option any more - it's a necessity!!!

Course Trainers:
Dr. Carlo Scodanibbio and Ing. Joseph Micallef - Independent Consultants

Training Dates:
5-7 September 2011

Training Venue:
Malta Enterprise – Malta



LEAN MANAGEMENT

Operational Principles for the Service/Hospitality Industry

Training Course Outline .

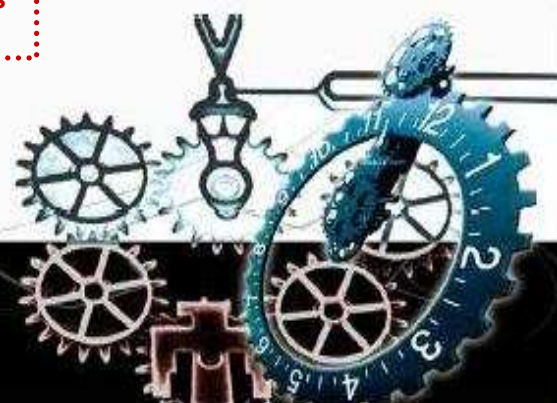
This 2-day training course, dedicated to High- and Mid-level Operational Managers in the Service sector, is the logical follow-up of Event01 (Lean Management Principles for Top Management); so that global, Lean synergies may be created throughout a Service Organisation.

- **Industrial Performance:** definition and measuring methods - self-assessment methods. Approaches to *Performance Improvement*. The *World-Class Performance* concept.
- The key to *World-Class Performance*: **Lean Thinking**. What does *Lean Thinking* mean.
- The scenario: the world has changed - the environmental change must be understood and managed effectively.
- The pre-requisites for *World-Class Performance*: a) be prepared to abandon the "formula" – b) have a clear "direction" and ensure effective communication: "let people know where you are going to..." c) get there: by deploying "lean" tools.
- The 4 **Organisational Models** in industrial history: to which Model does your enterprise respond? Is the Model suited for high, lean performance? **Workshop:** Scanning an *Organisational Structure* and defining the most appropriate strategy for "lean" performance.
- Why many private enterprises and public/semi-public organisations don't "perform": the root causes of poor performance date back to over 2 centuries ago. We have gone into the 21st century, with enterprises designed in the 18th and 19th centuries to perform well in the 20th.... Is our Industrial DNA still polluted by those obsolete principles that gave birth to the first Industrial Revolution? **Case studies.**
- The origins of *Lean Thinking* - 1. **Remember!** No matter what your business is – *you must generate value for your customers!*
- The origins of *Lean Thinking* - 2. **Remember!** Everyone that works in your organization is doing one of three things: **a)** They are generating value for your customers – or, **b)** They are creating or reshuffling waste – or, **c)** They are doing absolutely nothing. *The market leaders will always have the majority of their people dedicated to the first of these.*
- **Value Adding Management** in Industry: the pilot light and driving philosophy for the new millennium. Focusing on processes to maximise *value* and eliminate *waste*. Today's relationship between *value*, *productivity*, and *quality*. How to "re-engineer" an enterprise for generating high levels of output *value*.
- Productive Process **Time and Cost Analysis** : identifying *value-adding* and *non-value-adding* activities - **Case studies:** "spot the waste!" **Systematic Elimination of Waste** in industry. What is *waste* : classification of *waste*. Halting *waste* proliferation - Reducing *waste* - Eliminating *waste*. **Case studies.** The target: **Flow Processing**, or processing with no *waste*.
- The role of "Lean" disciplines in obtaining higher levels of performance.
- The "lot" issue in *Lean Manufacturing*. The **small-lot** production systems: the smaller the lot, the less the waste! – **Interactive workshop:** *One-Piece Flow vs. Batch Production*
- The conversion of *Lean Manufacturing* principles for deployment in other Industries. The implementation of the *one-piece-flow* principles in the *Service Industry*. The result: **Waste-less, Flow Processing**.
- The 5 Core Concepts of *Lean Thinking*: 1) **Value** (as defined/perceivable by the customer) 2) **Value Stream** (the way Value is produced and delivered) 3) **Flow** (internal: Organisation-side, and external: Customer-side) 4) **Pull** (the *Value Stream* must flow pulled by the Market) 5) **Excellence** (the continuous improvement of a *Lean Organisation*)
- *Lean Thinking* preliminary targets: reduce the steps by half - reduce the time by half - reduce the errors by half. *Lean Thinking* subsequent targets: cut the steps to *Value-Adding* only - cut the time to *Value-Adding-time* only – **zero defects**.
- The resistance and opposition thinking to the *Lean* transition: the table of excuses – the "batch" mentality – the "push" mindset – the "conveyor" mentality. How to overcome resistance and reluctance. **Case studies.**
- *Lean Thinking* - the old and new **tools** for seeing and eliminating waste: Time Observation – loading Bar Charts - the 5W2H approach – the 5Why method – the TAKT-time principle – Communication Circles – Process and value Stream Mapping – Spaghetti Diagram – Flow Charting. **Practical exercising and case studies.** The core tool: Creative Thinking.
- **Lean Thinking** and **Flow Processing** in the *Service Industry*. Workshop and case studies. Poka-Yoke (mistake-proof) *Flow Processing*: how to eliminate errors and poor performance in every *service* process.
- The concept of **Service Recovery Process**.
- *Lean Thinking* in Administration and Office work. **Practical exercising.**
- **Lean Planning** principles for all industries: overview and summary.
- **Lean Thinking** and **Quality**: ...eventually, the dust settled. What is **TQM** today, what is different from 10 and 15 years ago. Today's core principles of **Total Quality Management** in a *Lean* environment. The relationship between **Quality Assurance** and **Total Quality Management**. Is the *ISO Quality Assurance* system really beneficial? When should an enterprise go "top-down" *ISO* style, and when should it go "bottom-up", **kaizen** style? Can the 2 approaches be combined? How to harmonise a *Quality Assurance System* to *ISO* standards with a *TQM System* targeting at eliminating all defects and opening the door to lean processes.
- The main differences between the **6-Sigma Methodology** and **Lean Thinking**. Can the "Lean" and the 6-Sigma approaches be beneficially combined?

This highly interactive training is designed to provide participants with practical and 'hands-on' insights on Lean Thinking and Lean Management practices, along with effective tools & techniques to achieve desired outcomes through practical case studies and live simulations. Derived from Dr. Carlo's extensive experience on Lean processes, this training event will be conducted with a highly engaging and result-oriented approach that gives you immediate and substantial practical know-how.

Training Dates:
5-7 September 2011

Training Venue:
Malta Enterprise – San Gwann



LEAN MANAGEMENT

Operational Principles for the Service/Hospitality Industry

Training Course Outline .

An excellent seminar, very informative for me – and I do believe that a big part of it can be applied in practice – it is not at all a theoretical course. Finally I have to admit that I am very impressed about the way Dr Carlo Scodanibbio present the topics.
[Lakis Apostolou – Managing Director – Aldecor Trading Ltd – Larnaca – Cyprus]

- **Lean Thinking**, and **Technology**. Industrial competitiveness today is based on the motto: "People: first – Methods: second - third, and only third: Technology". What are the modern principles of Technology Management under the *Lean* angle of view. How to prevent major technological mistakes (the "super-star-galactica" cul-de-sac....). What technology/IT are really suited for "lean" and what are not. How to harmonise People and Technology in a productive system geared to produce high levels of *added-value*. Case studies.
- **Lean Thinking** principles in developing new Services – *Lean Thinking* in **Customer Relationship** - *Lean Thinking* and the **Value-Chain** – the **Lean Supply Chain** - *Lean Thinking* and the **Learning Organisation**. *Lean Thinking* and **Opportunities Generation**. Practical exercising and case studies.
- **Lean Thinking** and the **Marketing/Sales** process. The motto: "think like a customer"!
- **Lean Marketing** and **Lean Promotion**: *one-piece-flow* in Marketing - from mass/batch advertising to **Lean Marketing** – the "*idea-virus*" and "*powerful-sneezers*" concepts.
- **Lean Thinking** principles in the **Public Sector** – open debate.
- **Case Studies** from the **Service** and **Hospitality** Sector: "**Uncover the beautiful furniture**" (**Public Tourism Sector**) – "**Figaro in Action**" (**Hospitality Sector**) – "**Idea-Virus**" (**Hospitality Sector**) – "**Instantaneous Flow Processing**" (**Service Sector**) – "**Impress your Customers!**" (**Commercial Sector**) – "**Guinness Opportunity**" (**Commercial Sector**)

- **Lean Thinking** and **Excellence**. The approach to continuous performance improvement *Lean*-style: **Lean Kaizen**. Pre-requisites, limitations, constraints. Why it may fail. How to make it successful. Modern continuous improvement strategies under the *Lean Thinking* umbrella: direction, strategy, brain-power, poor-man approach, tools, techniques, team-work.
- **Lean Thinking** and **People**. How to insert people in value-generating processes. Making people understand the difference between single-skill/single-function activities (tasks) and **multi-skill/multi-function** process management. How to switch over from simple tasks to simple processes. Case study. How to evolve from "*job description*" to "*process description*".
- **Thinking**. The ultimate resource. The main differences between old-world traditional, automated thinking and new-world proactive and creative thinking. The **Second Industrial Revolution**.
- **Lean Enterprise Management**. The mottos: "...lean is beautiful..." – "...small is beautiful..." – "...simple is beautiful...". The extrapolation of the Italian Model and the deployment of its practical and beneficial features in all Industries. Case studies: *intra-preneuring* – decentralisation – the "*replica*" concept.
- The future scenario. How will *world-class enterprises* be in 10 years' time? Will our present and "comfortable" model change drastically into new, leaner models? Will the pyramid flatten to minimal levels? Will Employment as we know it today gradually disappear? Understanding the trend and getting ready for the future challenges.

The way this course was presented was excellent.... with a lot of interaction..... CS is an excellent instructor, combining his own experience, conveying messages..... thank you very much
[Polly Catsounotu - Electricity Authority - Cyprus]

WALK AWAY HAVING A POWERFUL GRASP OF WORKING SKILLS TO:

- **Understand** how Lean Thinking has evolved since its inception, and how it applies to different sectors, operations and business processes
- **Understand** in depth its philosophy, performance goals and critical success factors
- **Discover** which organisational structures support Lean and open the door to high-level Performance improvement
- **Know** how to support effectively your Top Management in developing, perfecting and diffusing a *Lean Culture* within your Organisation
- **Learn** in detail Lean disciplines, techniques and tools for immediate practical deployment and transmission to subordinates
- **Develop** Lean ideas to think about process improvement in your organisation and its entire value-chain
- **Develop** a strategy and a medium-term implementation plan to incorporate Lean principles into your core and support processes
- **Avoid** the common pitfalls normally encountered during Lean implementation
- **Explore** the key requirements for successful employee involvement in Lean practices
- **Implement** strategies to increase Performance through Lean-Thinking people while assuring their job satisfaction
- **Gain** an in-depth insight into how Lean ideas have evolved and are continuing to evolve into a fascinating future scenario

An excellent course. I was extremely impressed with Mr Carlo's ability to not only train but entertain the audience – marvellous efforts – well done!
[Mark Alderson – Deputy General Manager – Nesma Trading – Al Khobar – Saudi Arabia]

Training Grants ranging between 60 and 80% may be made available to eligible enterprises through the Training Aid Framework (TAF) Scheme administered by the ETC.

Deadline for Training Grants Application: 12 August 2011.


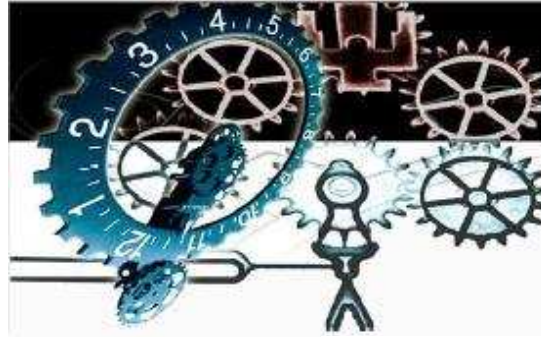
NB: the onus of enquiring about and applying for Training Grants rests vested with your Organisation.

" if it doesn't add value, it is waste "

LEAN MANAGEMENT

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About your Facilitators .




Ing Joseph Micallef graduated in electrical engineering from the University of Malta in May 1992. He has been involved in the manufacturing industry since 1990. Initially starting his career within the medical devices and plastics processing manufacturing sector, he later moved on within the electronics manufacturing sector. Throughout his career, Joseph has had experiences in a variety of industrial and automation processes, research and development projects, various manufacturing processes and occupied senior technical and management roles in research and development, process control, quality management, occupational health safety and business process management. For over these last c. 14 years, Joseph has been occupying the position of Quality Manager within a very dynamic high tech electronics manufacturing industry sector. Apart from his broad industrial experiences gained through the last c. 20 years, Joseph has also paralleled his experience within the services sector through his various freelance projects which he has undertaken since the year 2000 when he had ventured into the freelance consultancy and mentoring/training business. Joseph's career spreads primarily in Malta, but he has been assigned several projects and training opportunities in various countries within Europe (UK, Scotland, Belgium, France, Finland, Italy), the US (Jacksonville, Houston) and the Middle East (Egypt). Ing. Joseph Micallef is a corporate member of a number of institutions.

In particular he is registered Chartered Engineer with the Engineering Council (UK) – *C.Eng.*, corporate member in the Institution of Engineering and Technology (UK) - *M.I.E.T.*, European engineer through FEANI – *Eur.Ing.*, and warranted member within the Chamber of Engineers (Malta).



Dr Carlo Scodanibbio is an internationally renowned Trainer, Speaker and Industrial Consultant with over 40 years of experience in Plant Engineering, Project Engineering, Project Management, Industrial Engineering and Operations Management. A free-lance Consultant since 1979, he has worked in a wide spectrum of companies and industries in many Countries including Cyprus, Italy, India, Saudi Arabia, Malta, Namibia, Kenya, Botswana, Malaysia, Mauritius, Romania, Turkey, Lebanon and South Africa. Carlo has co-operated, inter-alia, with several organisations such as Italian Chambers of Commerce and Industry, Cyprus Chamber of Commerce and Industry, Cyprus Productivity Centre, Malta Federation of Industry, Malta Chamber of Commerce and Industry, Mauritius Employers' Federation, Romanian Paper Industry Association, United Nations Industrial Development Organisation, Federation of Kenya Employers and University of Cape Town.



An excellent course. I believe that any seminar whichever must be conducted by someone who is capable, has true art of teaching, brilliant, ready to help, smart to the point, assuring, good observer, and with comprehensive knowledge, as Dr. Carlo Scodanibbio. I have enjoyed the course and learnt to my entire satisfaction. [S Eraddun, Desbro Int., Mauritius]

Enthusiastic, optimistic and a dynamic facilitator, Carlo has been a frequent instructor and speaker at seminars and courses attended by well over 15,000 participants. Carlo, holds a doctor degree in Electrical Engineering from Politecnico di Milano, and has written numerous articles and research papers which have been actively published in many manufacturing newsletters, bulletins and international magazines.

Who Should Attend This Prestigious Training Event:

Business Strategists - CEO – Managing Directors – General Managers – High-and Mid-Level Operational Managers (Operations, Production, Quality, R&D, HR, Administration, Financial, Commercial, Service, Procurement,) from Service/Hospitality Businesses and Organisations (commercial & trading - service establishments – hospitality establishments - professional service providers - education establishments - etc.) of all sizes and from public/government bodies - from **Malta & neighbouring Countries**.

The very small service/hospitality enterprise (up to 25 employees) will particularly benefit from participating in this course.

A 2-day Training Event dedicated to all Service Organisations

Timings:

Registration will be at 08:00 on each day with training beginning at 08:30. There will be a 15min break for refreshments in the morning and the afternoon (at approx. 10:15 and 15:15 respectively) and lunch will be served at 12:30. Each training session will conclude at 17:00. All timings are approximate due to the interactive and intensive nature of the course.



An excellent course, it was an eye opener
[Ernst Mathias - Manager, Projects - National Housing Enterprise - Windhoek – Namibia]

Registration .

(Online Registration: <http://www.scodanibbio.com/malta2011/onlinereg/06.html>)

Fees, Discounts, Terms and Conditions

Fees and Discounts Structure

(prices are per Delegate excluding VAT)

- | | |
|--|---------|
| <input type="checkbox"/> Price per 1 Delegate | €330-00 |
| <input type="checkbox"/> 2 Delegates: less 5% | €313-00 |
| <input type="checkbox"/> 3-5 Delegates: less 10% | €297-00 |
| <input type="checkbox"/> 6-9 Delegates: less 15% | €280-00 |
| <input type="checkbox"/> 10+ Delegates: less 20% | €264-00 |

Deadline for Training Course Registration: 26 August 2011

Early Bird Registration

Register and settle Training Fees by **4 August, 2011** and get an **additional 10% discount** on the applicable price (as per Fees Structure)

Loyalty Discount (*)

Organisations that participated in the Launching Conference 21st June 2011 qualify for an extra, overall **10% Loyalty Discount**

Please complete and sign this Form, scan it and email it to jmicallef@theiet.org or carlo@scodanibbio.com

DELEGATE/S DETAILS (in BLOCK CAPITALS) (more than 5 Delegates: please add separate schedule)

- 1 Delegate Name _____
Position _____
Email _____
- 2 Delegate Name _____
Position _____
Email _____
- 3 Delegate Name _____
Position _____
Email _____
- 4 Delegate Name _____
Position _____
Email _____
- 5 Delegate Name _____
Position _____
Email _____

ORGANISATION DETAILS (please write in BLOCK CAPITALS)

Organisation _____
Nature of Business _____
Address _____
City _____ P/Code _____
Country _____
Phone _____ Fax _____
VAT Number _____

We are registering ___ Delegates @ € _____/each
Total amount € _____
Less 10% Early Bird Discount € _____
Less 10% Loyalty Discount (*) € _____
Net amount to be invoiced (excl. VAT) € _____

Authorising Manager

Name _____ Position _____

Date _____ Signature _____

(This Registration is invalid without a signature)

Training Grants ranging between 60 and 80% may be made available to eligible enterprises through the Training Aid Framework (TAF) Scheme administered by the ETC. Deadline for Training Grants Application: **12 August 2011**. NB: the onus of enquiring about and applying for Training Grants rests vested with your Organisation.

TERMS OF PAYMENT

Fees include: participation to the 2-day Training "Lean Management for Service & Hospitality Industry" to be held at Malta Enterprise on 5-7 September 2011 – Refreshments and Lunches – Notes and Documentation – **Certificate of Achievement** (Certificate of Successful Completion, against satisfactory results in the course's tests and exercises) signed by Dr. Carlo Scodanibbio and Ing. Joseph Micallef – One free e-consulting Advice by Dr. Carlo Scodanibbio and/or Ing. Joseph Micallef. Upon receipt of a duly completed and signed Registration Form, a **Confirmation Letter** and **Invoice** will be sent to you by the organisers. Payment of Training Fees is strictly **on presentation** and is required **within 5 working days** from date of Invoice.

METHOD OF PAYMENT

Payments may be done by cheque or Bank Transfer in favour of Ing. Joseph Micallef, who acts as the official Course Organiser.

To arrange for payment after receiving **Confirmation Letter** and **Invoice** kindly contact Ing. Micallef directly on (+ 356) **9982 2244** or email jmicallef@theiet.org

CANCELLATION POLICY

All Cancellations of Registrations must be made in writing. Due to contractual obligations, a cancellation charge of 30% of the invoiced amount applies if the cancellation is received 10 days or less before Training starting date. However, a complete set of documentation will be sent to you. Substitutions are welcome at any time. Should this event be cancelled by force-majeure or for any other reason, you will receive a full refund of the paid Fees.

<http://www.scodanibbio.com/malta2011/>