



Plimsoline

Training

"In Pursuit of Excellence"

Company Reg No. 2013/003407/07



INTELLIGENT LEAN LABORATORY MANAGEMENT MASTERCLASS

**Venue: Crown Plaza The Rosebank Hotel,
Johannesburg Dates: 26th, 27th March 2014**

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Course Outcome

This course is designed to give participants a practical, "hands-on" presentation of the Lean Laboratory Management discipline, addressed to dramatic improvements in productivity, quality and reactivity to customers' needs and expectations (World Class Performance status). Specific objectives of this course are:

- To highlight the vital importance of a global attention to "value" and "value added" in a Laboratory environment.
- To make participants aware of the Value Adding Management and Systematic Elimination of Waste principles, and furnish hints and practical guidelines for their practical implementation in Laboratories.
- To make participants acquainted with Lean principles, tools and techniques applicable to Laboratories, by studying practical cases of successful implementation.
- To give participants practical criteria to identify, in their own Labs, those areas and processes in which Lean techniques could be implemented smoothly.
- To suggest ways of introducing Lean in a Lab, gaining acceptance by all those concerned, overcoming resistance and reluctance to the Lean transition.
- To show a practical path for launching a Lean Project in a Lab, with high guarantees of success.
- To prove that a solid cultural change is necessary among all Lab personnel in order to assure effective outcomes in the short-, medium- and long-term.
- To suggest ways of managing HR in a Lab in a lean style, while assuring people job satisfaction.

Course Synopsis

The Lean Philosophy is changing the way organisations operate. No longer stuck in the paradigm of "mass" thinking, many enterprises have tried to adopt some portions of the Toyota Production System, the Lean road. 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.

Only few attempts have been made, to date, to deploy Lean principles in Laboratories processes.

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 40% of every payroll dollar is easily lost. In a Laboratory of any type and size, these figures are probably much higher, due to the old, bureaucratic mentality alive and kicking in any Lab process. With the advent of true global competition, can you afford to waste 40% and more of personnel time?

This course will be a shocking course for many of you. Because it demystifies all traditional principles of the first industrial revolution on which the majority of Laboratories, 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 organisations to perform in an "excellent" status, this course is a door-opener to lean practices for whoever is: a) ready to listen to the message – b) prepared to abandon obsolete principles, formulas and bureaucratic approaches – c) willing to get to "lean" status.

Course duration: 2days

Who Should Attend

Senior and Middle Level Managers from Laboratories of any type and size (QC Labs, Medical/Hospital Labs, Pharmaceutical and Food industries Labs, supplies acceptance Labs, in-process Labs)
Quality Control, Quality Assurance Managers and Senior Personnel
Health and Safety Managers

Learn More About your facilitator

Dr Carlo Scodanibbio, born in Macerata, Italy in 1944, holds a doctor degree in Electrical Engineering from Politecnico di Milano in 1970. He has over 43 years of experience in Plant Engineering, Project Engineering and Project Management, as well as Industrial Engineering and Operations Management.

He has been an Independent Industrial Consultant and Human Resources Trainer since 1979 and has worked in a wide spectrum of companies and industries in many countries including South Africa, Italy, Cape Verde, Romania, Malta, Cyprus, Lebanon, Mauritius, Kenya, Seychelles, Saudi Arabia, Malaysia and India. His area of expertise lies in World-Class Performance for Small and Medium Enterprises in the Project, Manufacturing, and Services sectors. He has co-operated, inter-alia, with several Italian Chambers of Commerce and Industry, the Cyprus Chamber of Commerce and Industry, the Cyprus Productivity Centre, the Malta Federation of Industry, the Mauritius Employers' Federation, the Romanian Paper Industry Association, the United Nations Industrial Development Organisation, the Federation of Kenya Employers, the Seychelles Chamber of Commerce and Industry and the University of Cape Town. His courses and seminars, conducted in English, Italian and French, have been attended by over 18.000 Entrepreneurs, Managers, Supervisors and Employees. They feature a very high level of interaction, and are rich in simulations, exercising and real case studies. The approach is invariably "hands-on" and addressed for immediate, practical application

PROGRAMME OUTLINE

08:00am	Registration and morning refreshments
08:30am	Course Commencement
10:15am	Mid Morning Tea Break/Refreshments
12:45pm	Lunch
15:00pm	Mid Afternoon Tea Break/Refreshments
16:30pm	End of day

DAY ONE

- 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.
- 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 organisation or a department for generating high levels of output value.
- 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 Process or processing with no waste.
- Deploying Value Adding Management Principles in a Laboratory: identifying value-adding and nonvalue- adding activities. Movie time: “spot the waste in laboratory’s activities!”
- Classification of Waste in any Laboratory: the visible and invisible types of Waste. Visible Waste: un-necessary idling, walking, talking, moving, searching, handling, clarifying, instructing, supervising..... Invisible Waste: making errors and mistakes, fixing errors and mistakes, doing un-necessary paper-work, following unnecessary/redundant procedures, misunderstandings of any sort, wrong/un-necessary/redundant data entries, misfiling, un-necessary filing..... and lost opportunities, lost talents.....
- Lean Thinking comes to the rescue: maximise value-adding while reducing processing waste.
- The role of “Lean” disciplines in obtaining higher levels of performance.
- 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 Customers) 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.



DAY TWO

- The 5S approach as a starting point - Halting waste proliferation - Reducing waste - Eliminating waste.

Case studies. 5S and non-5S Labs: "spot the difference!"

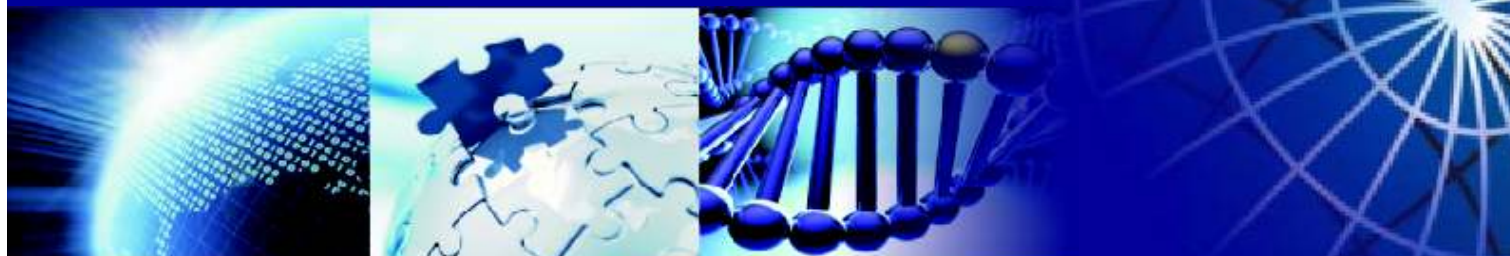
- Lessons learnt from Lean Manufacturing: One-Piece Flow vs. Batch Production. Converting the One-Piece-Flow principle for use in a Lab environment. The result: multi-skill/multi-function activities performed in a Cell style.
- Lessons learnt from Lean Quality Management: Poka-Yoke or mistake-proofing of processes and activities. Poka-Yoke for effective Health and Safety in Laboratories.
- 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 on Spaghetti Diagrams in Laboratories. The core tool: Creative Thinking.
- Lessons learnt from Lean Project Management: the Last-Planner approach and the 5-Why Analysis. Why all Laboratory Personnel should become Last Planners and assure max. Efficiency/effectiveness in own work.
- Lean Thinking and Excellence. The approach to continuous performance improvement Lean-style throughout a Lab: 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. Why everybody in a Lab should be involved in Lean Kaizen practices.
- The Lean Project in a Laboratory. Identifying the most appropriate person to act as Lean Project Manager. Preparing a Lean Master Plan for short-, medium- and long-term lean initiatives. Setting Milestones. Preventing failures.
- 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/multifunction process management. How to switch over from simple tasks to simple processes.

Case study. How to evolve from "job description" to "process description".

- The new roles of Quality Assurance/Control and Laboratory Managers: Coaching, Sustaining, Reskilling people, Technical Training for multi-skilling, Elimination of redundant procedures, Simplification of procedures, Poka-Yoke practicing as a Lab-wide rule.
- Thinking. The ultimate resource. The main differences between old-world traditional, automated thinking and new-world proactive and creative thinking. The Second Industrial Revolution.

This course is very interactive and supplemented with abundant practical exercises and case studies. "a very thorough and comprehensive programme on all aspects of lean laboratory management"

All delegates will receive a certificate of attendance as well as comprehensive course documentation





INTELLIGENT LEAN LABORATORY MANAGEMENT MASTERCLASS

TO SECURE A SEAT(S) PLEASE COMPLETE THE REGISTRATION FORM

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Course Fees per person

1-2 delegates R7999.00 per delegate

3-5 delegates R7599 per delegate

Above 5 delegates call us for a quote

COMPANY DETAILS

NAME OF ORGANISATION	
BUSINESS ADDRESS	
POSTAL ADDRESS	
COMPANY VAT REG NO.	
TELEPHONE NUMBER	
FAX NUMBER	

DELEGATES DETAILS

1. DELEGATE NAME		2. DELEGATES NAME	
JOB TITLE		JOB TITLE	
E-MAIL		E-MAIL	
3. DELEGATE NAME		4. DELEGATE NAME	
JOB TITLE		JOB TITLE	
EMAIL		EMAIL	
5. DELEGATE NAME		6. DELEGATE NAME	
JOB TITLE		JOB TITLE	
EMAIL		EMAIL	

AUTHORISATION

Signatory must be authorised to sign on behalf of contracting organisation

Name: _____

Position: _____

Signature: _____ Date: ____/____/____

Email: _____

PAYMENT

Plimsoline Investments PTY Ltd trading as Plimsoline Training

Bank Name: Standard Bank

Branch: The Glen

Branch Code: 006005

Account Number: 002848279

Business Cheque Account

TERMS AND CONDITIONS

CANCELLATIONS: By completing this registration form, the client hereby agrees that **PLIMSOLINE TRAINING** will not be able to mitigate its losses for any less than 50% of the total contract value. Cancellations must be received in writing three weeks prior to the event. Only cancellation made in writing and addressed for the attention of the Chief Financial Officer will be recognized by Plimsoline Training. Cash alternatives will not be offered although delegate substitutions are welcome any time. Thereafter, the full workshop fee is payable. If for any reason **PLIMSOLINE TRAINING** decide to amend this workshop, we are not responsible for covering airfare, hotel or other costs incurred by registrants. In the event that **PLIMSOLINE TRAINING** cancel the event, **PLIMSOLINE TRAINING** reserves the right to transfer this booking to another workshop to be held in the following six months, or to provide a credit of an equivalent amount to another workshop in the same sector within the following six months.

INDEMNITY: should for any reason outside the control of **PLIMSOLINE TRAINING**, the venue or speakers change, or the event be cancelled due to act of any terrorism, extreme weather conditions, industrial action **PLIMSOLINE TRAINING** shall endeavor to reschedule but the client hereby indemnifies and holds **PLIMSOLINE TRAINING** harmless from any costs, damages, and expenses including attorney fees, which are incurred by the client. The construction validity and performance of this Agreement shall be governed in all respects by the laws of Republic of South Africa to the exclusive jurisdiction of whose courts the parties hereby agree to submit.

PAYMENTS ARE REQUIRED WITHIN 5 DAYS OF INVOICE

Please note: All fees include lunch, refreshments (non-alcoholic) and conference/workshop documentation. FEES DO NOT INCLUDE ACCOMMODATION, AIRFARE OR TRANSFERS. Delegates should make arrangements well in advance and may call us should they require assistance on making such bookings.