

KEYNOTE SPEAKER

Michael Cordon

Manager, Training & Development

O.C. Tanner, USA

O.C. Tanner helps companies appreciate people who do great work. Several of the companies that O.C. Tanner helps consist of the world's leading businesses including many of the Fortune 100. Their corporate headquarters are in Salt Lake City, Utah, but they have offices throughout North America, and worldwide headquarters in Ontario, London and Tokyo.

The company was producing thousands of customised awards per day, often in batches of one, as it reached the end of the 1900s. During this period, the company made innovations in short-lead, just-in-time manufacturing processes and automated distribution, which improved inventory control and shipping accuracy. It also reorganised its workforce into cross-trained teams so that everyone throughout the organisation truly understood the goals of the company and was focused on exceeding customer expectations.

O.C. Tanner changed its distribution and workplace practices towards a culture of capable and committed employees that earned them the internationally recognised Shingo Prize for Excellence in Manufacturing. The Shingo Prize promotes world-class manufacturing and recognises companies that excel in productivity and process improvement, quality enhancement, and customer satisfaction.

MASTERCLASS CHAIRMAN

Carl Tomlinson

Principal Consultant

The Manufacturing Institute

What is culture? Why is it important? What are the features of a culture that supports lean?

Find out the key cultural enablers your business needs to ensure the success of your lean transformation journey. You will also learn the building blocks for managing culture change so that it works in harmony with the technical side of lean transformation.

Carl has a wealth of experience in a diverse range of manufacturing sectors and an impressive track record of delivering millions of pounds of bottom line benefits to businesses. He has helped some of the UK's leading manufacturers including United Biscuits and James Walker & Co Ltd to start and work through their lean journeys. He is also working on non-manufacturing assignments in customer service and healthcare.

David Roberts

Production Manager

Siemens Industry Automation and Drive Technologies

Siemens in Congleton, Cheshire manufacture variable speed inverters (drives) for industries such as automotive and food and beverage. The need to improve performance and productivity triggered the implementation of lean in 2004 and since then, progressive improvements have not only ensured the survival of the site but also led to the business winning work from other Siemens sites in China and Germany. In 2007 they were awarded the EFQM Excellence Award in People Development and Involvement in recognition of their unique continuous improvement culture, strong leadership and open management system.

David Roberts has been involved in Siemens' lean journey from the beginning. He will share with you how they achieved success and the challenges and key learning points encountered on the way.

John Oliver OBE

Chair

Northern Leadership Academy

Organisational change is never easy at the best of times and tends to fail much more often than it succeeds. How do you persuade a cynical and often hostile workforce of the need not just to accept change but also to become engaged in its implementation?

John Oliver is the former Chief Executive of Leyland Trucks and was instrumental in turning around the company from an unprofitable, declining truckmaker into the most cost-efficient operation in Europe. As Chairman of Governors John has also helped a leading further education college, Runshaw College, similarly transform itself, leading to the prestigious European (EFQM) Excellence award for the public sector in 2003 as well as the special award for Leadership. John Oliver will discuss his personal experiences of leadership through these two high profile case studies.

Dr Adrian West

Research Director

The Edward de Bono Foundation UK

Human thinking is the most important resource we have and like literacy and numeracy, it is a skill that can be learned and practiced. Businesses need new ways of thinking to gain competitive advantage which is where the world-renowned tools of Parallel and Lateral Thinking devised by Dr Edward de Bono can help.

Learn to increase new and practical ideas dramatically, challenge current thinking to find new opportunities and make innovative thinking part of your everyday work style. Siemens in Germany estimated that they reduced product development time by 50% using these thinking tools. This session introduces Dr de Bono's techniques.