

Irish Centre for Business Excellence

- where knowledge is shared and multiplied



ICBE USA Best Practice Visit, September 2007

Transforming Your Organisation the Lean Way

A highly interactive two-day workshop to assist you in devising winning Lean Strategies for Service and Manufacturing companies on the island of Ireland.

www.icbe.ie

Dromoland Castle,
Newmarket-on-Fergus,
County Clare
www.dromoland.ie

FEBRUARY
25th & 26th
2008


Enterprise-led
learning networks

Lean Symposium 2008 Programme

Day 1 – 25th February 2008

Morning Session
Chairperson: Pat O'Connor, CEO, ICBE

8.00 am	Registration Tea/Coffee
9.00 am	Welcome and Opening Address by Pat O Connor, CEO, ICBE
9.10 am	The Concrete and Fibre of Toyota Production System (TPS), Ken Kreaflle, General Manager-Production Engineering, Toyota Motors
9.50 am	Lake Region Five Years on the Lean Journey, Noel Hennessy, CI Director and Nicola Merrigan, Lean Engineer, Lake Region Medical
10.30 am	Q&A
10.45 am	Tea/Coffee – Networking Opportunity
11.00 am	Wells Fargo Lean Journey, Chris Vogel, Senior Vice President, Wells Fargo
11.45 am	Q&A
12.00 pm	Standardisation Principle, Adden Wagner, Supplier Consultant, Toyota Motors
12.45 pm	Q&A
1.00 pm	Lunch

Day 1 – 25th February 2008

Afternoon Session
Chairperson: Niall Sheehan, EMEA Master Black Belt / Lean Sigma Manager, Dell

2.00 pm	Skillnets Ltd Strategy, Alan Nuzum, CEO, Skillnets Ltd.
2.15 pm	Lean Roles and Behaviour, Ken Kreaflle, General Manager-Production Engineering, Toyota Motors
3.00 pm	Q&A
3.15 pm	Tea/Coffee – Networking Opportunity
3.30 pm	Lean Roles and Behaviour Exercise, Dr. Phil Marksberry, Center for Manufacturing, College of Engineering, University of Kentucky
4.15 pm	Q&A
4.30 pm	Open discussion with speakers facilitated by Ken Kreaflle
7.30 pm	Networking Reception
8.30 pm	Evening Meal

Day 2 – 26th February 2008

Morning Session
Chairperson: Tom Caffrey, Head of Quality, Training & CI, Shannon Aerospace

9.00 am	Lean Implementation Strategy, Ken Kreaflle, General Manager-Production Engineering, Toyota Motors
9.40 am	Q&A
9.50 am	The Lean Implementation Journey in Rolls-Royce, Rich Benham, Business Implementation Manager, Rolls-Royce Production System (RRPS)
10.30 am	Q&A
10.45 am	Tea/Coffee – Networking Opportunity
11.00 am	The Toyota Way Meets Cowboy Wisdom - An Application of Lean Principles in a High Volume Emergency Department, Robert Joyce, Operations Administrator and Jason Fratzke, Nursing Administrator, Mayo Clinic, Rochester
11.40 pm	Q&A
11.50 pm	Transformational Leadership, Dr. Phil Marksberry, Center for Manufacturing, College of Engineering, University of Kentucky
12.30 pm	Q&A
12.40 pm	Managing Value Stream Improvement Projects, Beau Keyte, Branson Inc.
1.10 pm	Q&A
1.20 pm	Lunch

Day 2 – 26th February 2008

Afternoon Session
Chairperson: Beau Keyte, CEO, Branson Inc.

2.20 pm	Problem Solving and Quality Circles, Abbot Maginnis, Center for Manufacturing, College of Engineering, University of Kentucky
3.00 pm	Q&A
3.15 pm	Jishuken (Management driven Kaizen activity), Adden Wagner, Supplier Consultant, Toyota Motors
4.00 pm	Q&A
4.15 pm	Open discussion with speakers facilitated by Ken Kreaflle

Lean Symposium Programme Close

Expected Outcomes

Pioneering executives and managers are applying the principles of lean thinking to business processes across all enterprises to improve competitiveness, efficiency and accelerate growth. Lean thinking has begun transforming all businesses throughout the world just as it has been transforming manufacturing processes for decades. Lean is a necessity to stay competitive and efficient and has changed the way the world does business. At this Symposium you will learn directly from these pioneering leaders and implementers who have had remarkable success using lean thinking and moving beyond isolated islands of kaizen and application of tools to the use of a lean management system connecting the entire enterprise.

Two days of thought provoking keynotes, topical discussion, interactive learning sessions, and the industry's best networking opportunity to assist you in devising lean strategies. There's no better opportunity to forge new relationships, learn from pioneers/veterans, hear/see what's new, and gain new perspectives no matter where you are on your lean journey.

Speaker Profiles



Ken Kreifler,
General Manager-
Production Engineering,
Toyota Motors

Ken joined Toyota Motor Manufacturing Kentucky in 1987 and is currently an Executive in Residence at the University of Kentucky (UK) from Toyota Motor Engineering & Manufacturing North America, Inc. (TEMA). Ken serves as General Manager of the Lean Systems program with the UK Centre for Manufacturing/College of Engineering. In his most recent assignment at TEMA, he was General Manager of Vehicle Production Engineering in Erlanger Kentucky. He was the Chief Production Engineer for the new generation Avalon and works closely with the Toyota North American Manufacturing Companies (NAMCs), Toyota Technical Centre (TTC) and Toyota Motor Corporation (TPC) to ensure the success of the North American vehicle launches.



Beau Keyte,
CEO, Branson Inc.

Beau is the founder of Branson, Inc., a management consulting company focused on the application of lean manufacturing strategies and techniques. Beau began his lean consulting career in the mid-80's at the Ford Motor company. He has focused his implementation efforts on and off the shop floor, and has successfully adapted many of the lean techniques to the front office as well. Beau has also successfully tied lean initiatives to the bottom line through the application of lean cost management techniques. Beau also trains manufacturers and service providers in a variety of public and private settings. He is currently a faculty member and instructor for Lean curriculums at the Lean Enterprise Institute, Ford Motor Company, the University of Michigan, Ohio State University, Shingo Prize, and the National Institute of Standards and Technology (NIST). Beau has co-authored Shingo Prize-winning book, The Complete Lean Enterprise: Value Stream Mapping for Office and Administrative Processes.



Chris Vogel,
Senior Vice President,
Wells Fargo

Home and Consumer Finance, a division of Wells Fargo Bank, NA Document Management

Chris is the division leader for Document Management, an operational support group within the Home and Consumer Finance division of Wells Fargo, one of the USA's leading providers of financial services. His responsibilities as division operational leader include the overall business and strategic direction of document imaging & storage, data lifting and electronic content management. Prior to leading this division, Chris was an MIS and testing team manager, director of Final Documents and vice president of Post Closing Finance & Technology for Wells Fargo Home Mortgage, a Wells Fargo Company. He has more than 20 years of leadership roles in financial and non-financial industries focusing on transformational leadership



Dr. Phillip Marksberry,
Lecturer,
College of Engineering,
University of Kentucky

Dr. Marksberry, PhD, PE, a native of Kentucky, is a lecturer of the University of Kentucky (UK) Center for Manufacturing, College of Engineering. He received an AS in Electrical Engineering Technology, a BS in Mechanical Engineering, a Masters in Business management and his PhD in Mechanical Engineering. His current research interest is the area of sustainable manufacturing and mechanical design for manufacturing. Dr. Marksberry started his teaching career in 1995 as a part-time faculty of the Kentucky community and Technical College system. He has over 12 years of industry experience, primarily in the automotive sector, holding positions in engineering management, tooling design, product design, operations, production, sales and quality management.



Abbot Maginnis,
Lecturer,
Lean Systems Group
University of Kentucky,

Abbot has been indirectly involved with several quality initiatives and

knows first hand the difficulties involved in overcoming operational and corporate cultural barriers to improve productivity and quality. His awareness of these issues and the challenges facing US manufacturing in general lead him to return to the University of Kentucky to earn an MS in Manufacturing Systems Engineering, specialising in Lean system Development and Transformations. Abbot is currently a lecturer with the Lean Systems group and is working on his PhD in Mechanical Engineering. He also helps develop simulations and other activities for the Lean System Group's discovery learning segments of both its' academic and industrial programmes.



Robert Joyce,
Operations
Administrator, Mayo
Clinic

Bob is an Operations Administrator for the Mayo Clinic in Rochester, Minnesota. Current leadership responsibilities include the implementation of lean principles and processes in the Department of Emergency Medicine. Since 1998, he has held leadership responsibility for various hospital services and medical departments including Neurosurgery, Neurology, Spine Center and Emergency Medicine. Bob received his undergraduate degree in Medical Technology from the University of Scranton, a graduate degree in Public Administration from the Pennsylvania State University and a graduate degree in Hospital and Healthcare Administration from Xavier University.



Adden Wagner,
Supplier Consultant, Toyota Motors

Adden has more than 35 years experience in various manufacturing environments. He started with Toyota in the late 1980s and retired as a Project manager from Toyota a few years ago, but continues working at Toyota in the Supplier Development group. His years with Toyota included purchasing, where he sourced a variety of systems. He then transferred to the Purchasing Technical Support group to improve supplier's performance for all parts required to manufacture an automobile. He has also managed many crisis activities for Toyota's suppliers, allowing Toyota to continue production.



Jason Fratzke,
Nursing Administrator, Mayo Clinic

Jason provides leadership for nursing in the Emergency Department, Level I Trauma Centre, Surgical ICU, and Radiology. He has successfully utilised lean principles to improve practices within the Department of Nursing. He received a Bachelors of Nursing from Minnesota State, in Mankato, Minnesota and his Masters in Nursing from the University of Minnesota. In addition to leadership responsibilities, Jason currently is involved in Nursing Informatics, Hospital Emergency Preparedness, and Nursing Clinical Practice.



Rich Benham,
Business Implementation Manager,
Production System Core Team - Rolls-Royce

Rich's role involves coaching and transferring lean knowledge at all levels into two areas of the business, namely Civil Aerospace (Operations), a business of 2,300 employees and turnover £3.7bn, and Component Services supply chain unit, a business of 400 people and turnover £100m. In these businesses, Takt times can vary from minutes to tens of hours. In the last 18 months, Rich developed and delivered the corporate programme for Lean Leadership Accreditation, focusing on lean behaviours.

Prior to Rolls-Royce, Richard enjoyed 6 years as a senior lean consultant in the UK and Europe. He gained his lean experience as a "Body in White Engineer" at Toyota Motor Manufacturing UK.



Noel Hennessey,
Continuous Improvement Director

Noel joined Lake Region Medical in 2001 as production manager, following several years of supervisory and managerial experience in companies such as Seagate, Norton (Ivax) and Measurex. In 2003 Lake Region first implemented lean and Mr. Hennessey was influential in the pilot programs and subsequent roll out throughout the New Ross plant. As the company grew, he was offered the new role of Continuous Improvement Director in 2004. The following year, Mr. Hennessey successfully undertook the MSc in Lean Operations through Cardiff University. This, along with benchmarking ventures, enabled him to pull in the relevant expertise to build up skills and broaden the scope of the improvement effort within Lake Region New Ross.



Nicola Merrigan,
Lean Engineer

Nicola started with Lake Region New Ross in 1999 as a production operator. From there she advanced through several positions as trainer, team leader and supervisor. As supervisor she took part in an initial lean pilot project within her production area. Thereafter she took on personal responsibility for continuous improvement within her area. She subsequently completed many successful projects, introducing synchronization and flow, thus enabling the formation of the company's first value stream. Given Ms. Merrigan's enthusiastic pursuit of lean it was decided that she would be suited to 'spread the word' and she joined the continuous improvement group two years ago. She is currently undertaking the MSc in Lean Operations through Cardiff University.

Registration

Places are limited. To register for the symposium, please contact Dermot O'Neill at info@icbe.ie or 061 371753 / 087 236 37 62

Attendance Fee

ICBE Member Companies
3 attendees per company

ICBE Member

€690.00
€1,950.00

Non Member

€830.00
€2,350.00

Please note that the attendance fee includes dinner at Dromoland on the 25th February but does not include accommodation. If you would like ICBE to book hotel accommodation on your behalf, please feel free to contact us.

Meet the Speakers

We would encourage our members to avail of the opportunity to book an audience with our speakers either on an individual company basis or as part of a group with other ICBE member companies. This offer is limited to a maximum of 25 participants. Advance booking is essential.

Event Website

For up-to-the-minute information on the symposium programme, please visit www.icbe.ie or contact Dermot O'Neill at 061-371755 or 087 or 087 236 37 62. After the event we will post the symposium presentations on the ICBE website.

The Innovation and Lean Sigma Skillnet is funded by member companies and the Training Networks Programme, an initiative of Skillnets Ltd. funded from the National Training Fund through the Department of Enterprise, Trade and Employment

