HANDS-ON, TWO-DAY WORKSHOP TO DEVELOP YOUR ABILITY TO FRAME, ANALYSE AND SOLVE PROBLEMS USING THE LEAN A3 THINKING MANAGEMENT APPROACH.

PRACTICAL PROBLEM SOLVING USING A3 THINKING

7TH-8TH MARCH 2017 MANCHESTER
4TH-5TH OCTOBER 2017 OXFORD

KEY BENEFITS

• Two-day workshop will create a deep understanding true root cause and applying a structured approach to problem solving.
• Includes scenarios, games, group activities and A3 end of course presentations to actively involve participants.
• Avoid the pitfalls of jumping to ‘solutions’ and instead follow a structured disciplined process of problem solving.

• Includes free parking, full bound workbook, breakfast & lunch on both days, and informal networking curry on the 7th March 2017.
• Reduce the amount of fire-fighting and work-rounds and Kick-start A3 adoption in your organisation.

EARLY BIRD OFFER  REGISTER BEFORE 17TH FEBRUARY 2017 AND SAVE £100 PER PERSON
WORKSHOP DESCRIPTION

This practical two-day workshop will support your development of a culture of continuous improvement through understanding true root cause and applying a structured approach to problem solving.

BY THE END OF THIS WORKSHOP DELEGATES WILL BE ABLE TO:

- Welcome mistakes as opportunities and have confidence in decision making through following a scientific method of problem solving
- Understand how a system of problem management and escalation helps improve the organisation and its performance
- Avoid the pitfalls of jumping to ‘solutions’ and instead follow a structured disciplined process of problem solving
- Reduce the amount of fire-fighting and work-rounds and kick start A3 adoption in your organisation
- Facilitate a team through the A3 process utilising key quality tools

YOU WILL LEARN:

- The concepts of structured problem solving and the importance of team work to sustaining an improvement culture
- How to use and apply basic tools to identify and deliver improvements to workplace processes and procedures
- Appreciate concepts of team dynamics and apply practical tools to enhance team performance
- How to visualise using A3 thinking and when and how to use this powerful lean tool

WHO SHOULD ATTEND

- People who see re-occurring problems every day in their company
- All levels of the organisation with a will and desire to solve and eradicate problems for good
- Senior managers who wish to improve their abilities to lead and manage
- Anyone who wishes to improve his or her critical lean thinking
- HR professionals who wish to seek more effective means to deeply improve the thinking, behaviour, alignment, and performance of their organisation and the people in it

NEXT GENERATION LEAN 2017

Next Generation Lean will develop key understanding and practical learning to enable individuals and organisation the best success in developing and sustaining Lean Management in their organisation. Series workshops include:

- Lean Essentials 9th March, JLR Halewood
- Value Stream Mapping – 27th-28th April, Manchester
- Toyota Kata: Coaching and Improvement with Drew Locher, 15th-16th May, Manchester
- Graphic Facilitation, 23rd May, Birmingham

EARLY BIRD OFFER

REGISTER BEFORE 17TH FEBRUARY 2017 AND SAVE £100 PER PERSON
AGENDA

Day One – 7th March 2017, 09:00-17:00

Morning:

Structured approaches to problem solving:
- PDCA
- DMAIC
- 8D
- A3 Thinking

Exercise: How teams solve problems

Problem identification and definition:
- Defining a problem - is/is not
- Writing a problem statement
- Speaking with data

Afternoon:

Introduction to quality tools:
- Pareto
- Data collection

Simulation Exercise 1:
- Collecting data
- Starting an A3
- Writing a problem statement

Cause and effect analysis:
- Fishbone
- 5 Why’s
- Moving form creative to analytical thinking

Simulation Exercise 2:
- Managing variability

19:00 – Informal networking curry night

Day Two - 8th March, 09:00-16:00

Morning:

Case study:
- Speaking with Data and Facts

Introduction to mapping techniques - process thinking

SOPs: The importance of standardisation

Introduction to SPC (statistical process control)

Reducing variation - demystifying Six Sigma

Afternoon:

Simulation Exercise 3:
- Improving the process

Problem Management and A3 Thinking:
- Integrating A3s into daily work

Simulation Exercise 4:
- Sustaining the gains

Simulation Exercise 5:
- Demonstrating application of the learning of A3
- Preparation for end of course A3 Presentation

Group Presentations using A3 Thinking

MEET YOUR TRAINER

BILL TIPLEDAY, ASSOCIATE PRACTITIONER, TRUE NORTH EXCELLENCE

Bill is a trail blazer for process thinking and Lean management and is regarded as a highly practical international Lean trainer and coach. His career started in the 1980’s as an engineer at Rolls-Royce, he became Business Improvement Leader before joining management where he developed into a strategic and practical leader of improvement. For the past 20 years he has dedicated his career to developing the skills and behaviours required for people in both the manufacturing and service sector to transform and sustain Lean management within their organisations. Bill has gained vast experience in the Automotive, Engineering, Textile, Chemicals, FMCG, Food and Drink, Electronics and Photonics Industry, both in the UK, Europe, China and North America.

He is passionate about his local football team, Burnley Football Club (we can’t all be perfect).

EARLY BIRD OFFER

REGISTER BEFORE 17TH FEBRUARY 2017 AND SAVE £100 PER PERSON
**DELEGATE FEES**

**EARLY BIRD £795.00 +VAT/per delegate**
If booked and paid before Friday 17th February 2017.

**LIST PRICE £895.00 +VAT/per delegate**
If booked and paid after Friday 17th February 2017.

*Includes free parking, breakfast rolls, full bound workbook, lunch on both days, and informal networking curry on the 7th March 2017.

If you need help registering, or want to inquire about group discounts, please contact Nicola Corcos on 0161 298 5556 or email nicola@truenorthexcellence.com

<table>
<thead>
<tr>
<th>Delegate Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td><strong>Forename</strong></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Company Name**

<table>
<thead>
<tr>
<th><strong>Company Address</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Tel No.</strong></th>
<th><strong>Fax No.</strong></th>
<th><strong>Postcode</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Email</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**No contract between True North Excellence Ltd. and you in respect of your attendance at the seminar/s will come into existence unless and until True North Excellence Ltd. accepts your booking by issuing an email confirmation of acceptance to you.** Places are subject to availability and please note that acceptance of booking requests is entirely at the discretion of True North Excellence Ltd.

By signing this registration, I hereby confirm that I have and read understood and agree to be bound by the Terms & Conditions.

**Payment by BACS**

| Account Name: True North Excellence Ltd | Bank: HSBC | Account Number: 62549093 | Sort Code: 40-45-24 |

**Payment by Card**

<table>
<thead>
<tr>
<th>Please debit (Please tick)</th>
<th>Mastercard/Access</th>
<th>Visa</th>
<th>Debit Card</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Name on Card</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Card No.</strong></th>
<th><strong>Security Code (CVC)</strong></th>
<th><strong>Expiry Date</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Cardholder’s Signature</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**By signing this form, please invoice us quoting our purchase order No.**

---

**Terms and Conditions**

True North Excellence reserves the right to make changes to the programme, speaker or venue should this be necessary. Please note that we might film, record or photograph all, or part of our events. Footage, photography or audio may be broadcast after the event and used in a professional context.

Cancellation Policy: Should you be unable to attend, you are welcome to field a substitute delegate. The organisers (True North Excellence Ltd.) should be informed up to three working days before the departure date. A full refund will be paid if the delegate or his company cancels in writing within 30-days of the event, minus a £100 per delegate enrolment and administration fee. Regrettably we do not provide refunds less than 30-days before the event.