Discover
The Shingo Principles
of Operational Excellence

2 day workshops providing insights at great sites:

- **Newsprinters**
  - Motherwell, Scotland
  - 10th & 11th February 2014

- **Abbott**
  - Longford, Ireland
  - 4th & 5th March 2014

Workshop facts and figures to date:
- Over 500 managers inspired in operational excellence
- Over 100 global companies participating
- Customer satisfaction rate 87%

Inspire | Educate | Improve
The Shingo Model is The Global Standard for Operational Excellence

Over two intensive days you will see why the Shingo Model is the Global Standard for Operational Excellence and how you can adopt the key principles and apply them in your business.

Benefits of attending:

• Develop a comprehensive understanding of Operational Excellence, The Shingo Model and its key principles
• Gain a unique first-hand insight into good practice through a range of ‘Go and See’ visits at excellent sites
• Understand how to align and embed continuous improvement activities across your organisation
• Develop insights to align your company’s vision throughout the workforce
• Share experiences and networking with other like-minded professionals committed to business excellence

By basing the workshop in global manufacturing sites you will be able to meet a range of employees and gain first hand insights into the company’s culture and systems.

About the Shingo Prize Model

The Shingo Model measures what world class performance looks and feels like, including the culture and behaviours of people and is reviewed each year based on the latest best practice. It sets the bar unashamedly high, because it is based on the principles, systems and tools that deliver world class levels of excellence across an enterprise.

The Shingo Model is based on the management approach and methodology taught by Dr. Shigeo Shingo, as well as two decades of best practice from the world’s leading business thinkers. Shingo described three levels of business improvement, which have been translated into a transformation process, comprising principles, systems and tools. Shingo understood that true operational excellence can only be achieved by understanding ‘why’ improvements work, as well as ‘how’ to implement them.

“The Nobel Prize for Manufacturing Excellence”

Business Week
Who was Shigeo Shingo?
The Shingo Model is named in honour of the late Dr. Shigeo Shingo, described as an engineering genius who helped to create, train and write about many aspects of the renowned Toyota Production System and other related production systems.

Many of his improvement principles, such as Single-Minute-Exchange-of-Die (quick changeover), Poka Yoke (mistake proofing) and non stock production (minimum inventory) are described in the 18 books which Shingo wrote during his career.

The coveted Shingo Prize recognises achievement at 3 levels; The Shingo Prize, Shingo Silver Medallion and Shingo Bronze Medallion.

Who should attend the workshop?
The workshops are attended by senior managers responsible for introducing and managing transformation across their organisations.

Previous delegate feedback includes:

“What a fantastic workshop – The balance between classroom and the practical was perfect, all of what I learned will be very powerful for my organisation”

“A great way to benchmark your current reality and set a path to excellence”

“A privilege to take a good look at an organisation and in doing so learn more about your own business”

“Tools only take you so far, it’s the culture and behaviours that takes you the rest of the journey”
**Agenda**

*Please note this is a sample agenda and subject to change*

**DAY ONE**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8.00-9.00</td>
<td>Welcome, introductions and host-site overview</td>
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<tr>
<td>9.00-12.00</td>
<td>Understanding The Shingo Model</td>
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<td></td>
<td>• The Shingo journey, the philosophy and dimensions of the model</td>
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<td></td>
<td>• Operational Excellence and how principle based assessment works</td>
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<td></td>
<td>• Understanding the interdependency between tools, systems and behaviours</td>
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<td></td>
<td>• Achieving enterprise wide alignment and thinking systemically</td>
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<td>• Assessing behaviours across an organisation to understand cultures</td>
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<td>12.00 – 12.30</td>
<td>Lunch</td>
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<td>12.30 – 13.00</td>
<td>Analysis of principle driven behaviours and understanding the factors that influence and change culture</td>
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<tr>
<td>13.00 – 15.00</td>
<td>Applying the principles, understanding the dimensions and preparation for the “Go and See” visits</td>
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<td>15.00 – 16.00</td>
<td>First “Go and See” visit – working in small groups you will meet a variety of host-site employees, visit a variety of business areas and benchmark your observations against your understanding of The Shingo Model</td>
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<tr>
<td>16.00 – 17.00</td>
<td>Analysis of findings, discussion of strengths and opportunities and feedback of evidence</td>
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**DAY TWO**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8.00-8.45</td>
<td>Preparation for second and third “Go and See” visits</td>
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<tr>
<td>8.45-9.45</td>
<td>Second “Go and See” visit – looking at different areas of the business and measuring against different dimensions</td>
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<tr>
<td>9.45-10.30</td>
<td>Collation of findings, discussion and feedback.</td>
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<tr>
<td>10.30 – 11.30</td>
<td>Third “Go and See” visit</td>
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<tr>
<td>11.30 – 12.30</td>
<td>Collation of findings, discussion and feedback.</td>
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<tr>
<td>12.30 – 13.00</td>
<td>Working Lunch</td>
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<tr>
<td>13.00 – 14.00</td>
<td>Group discussion and assessment on key findings – comparing viewpoints, sharing knowledge and evaluating the host-site against the Shingo Model</td>
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<td>14.00– 15.00</td>
<td>Host-site feedback to a panel of senior leaders from within the organisation</td>
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<tr>
<td>15.00– 16.00</td>
<td>Discussion of next steps, The Shingo Prize awarding criteria and application process</td>
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<tr>
<td>16.00-17.00</td>
<td>Feedback and Questions</td>
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*Previous delegate feedback*

“A structured way to review complex organisations in a timely manner.”
Our Host Sites

Newsprinters

Motherwell, Scotland
10th -11th February 2014

Newsprinters are the manufacturing division of News International and operate from three purpose built plants that stretch the length of the UK. Founded on a concept of harnessing the very latest technology, Newsprinters offer state-of-the-art printing and have become a model for success within the print industry.

Having opened its 14 acre, purpose built site in Eurocentral, Scotland in 2009, the site – now considered the largest and fastest newspaper printing press in the world - is capable of producing 172,000 newspapers per hour. Currently employing 134 people Newsprinters are a great example of operational excellence in practice with particular strengths in workforce engagement and continuous improvement. The organisation has a strong culture of teamwork and engagement of frontline staff in helping to create a motivated workforce.

As a paper manufacturer Newsprinters have a strong commitment to the environment and have excellent partnerships with their suppliers, they are committed to the promotion of an industry-wide approach to sustainability.

Abbott Ireland Diagnostic Division

Longford, Ireland
4th – 5th March 2014

Abbott Diagnostics is a global leader of innovative instrument systems and tests for hospitals, reference labs, blood banks, physician offices and clinics with more than 22,000 customers globally in more than 130 countries.

Abbott has helped transform the practice of medical diagnosis from an art to a science, helping to create the modern diagnostics industry through the company’s commitment to improving patient care and lowering overall costs.

The Abbott Diagnostics facility in Longford spans 135,000 square feet and is located on a 20 acre greenfield site. It has a strong strategic focus on Operational Excellence & Customer Loyalty which is enabled through engaged and high skilled employees.

The site’s Lean Management System and Employee & Leader Behavioural Standards has created a culture of continuous improvement which has led to increased growth and productivity while reducing lead times and inventory holdings.

The site has a strong track record in Environmental Health and Safety (EHS) and has twice been awarded the Global Abbott EHS Site of the Year Award. Abbott has been on the Great Place to Work (GPTW) list since 2011 and has won many awards for Corporate Social Responsibility.
The Manufacturing Institute is an independent charity founded to educate, inspire and improve manufacturing companies and their employees.

We deliver a wide range of high quality education, training and consultative services. During the last decade we have helped over 5,000 manufacturers to improve their productivity and delivered improvements in performance in excess of £1.2bn.

Through our position as Europe’s premier partner for the Shingo Prize Model we inspire companies to achieve excellence. By transferring our specialist knowledge and practical skills we set new standards of performance across every aspect of the enterprise. Our approach accelerates the transformation of global organisations by developing the culture and systems that sustain excellence. This enviable track record of success has led us to be recognised as the authority in Enterprise Excellence.
The delegate cost of the workshop is £950 plus VAT. A 15% discount is available for three or more places.

**Registration Information**

The delegate cost of the workshop is £950 plus VAT. A 15% discount is available for three or more places.

“Every company that has global aspirations to be world-class needs to undertake this workshop.”

Marco Hibna, Lean Manager - Post Danmark

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**Eilish Henry**

- Awarded an OBE in 2004 for her work to introduce culture change and lean practices to part of government
- Vast experience in introducing significant efficiency and cultural change programmes across a range of organisations
- Highly experienced Shingo examiner

**Adam Buckley**

- Instrumental in developing The Manufacturing Institute’s Operational Excellence framework and working with the internationally recognised Shingo Prize
- Extensive experience in managing change programmes across the UK and Northern Europe
- Particular expertise in introducing business improvement systems and wider business strategy planning and implementation

Places are strictly limited

To reserve your place call Carolyn Bayley at The Manufacturing Institute on:

+44 (0)161 875 2525 or email: Carolyn.Bayley@manufacturinginstitute.co.uk
Past attendees include:

BAE SYSTEMS | JAGUAR | LAND-ROVER | Rolls-Royce | LEYLAND TRUCKS | Kellogg's

Lake Region Medical | Abbott | IPSEN | SIEMENS | syngenta | PZ Cussons

novo nordisk | newsprinters | Bentley | Volvo | Rexam | UB | Aero Engine Controls

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