

Brand New Course



Lean BASICS

An integrated approach towards operational efficiency, delivery capability and cycle time reduction throughout the business functions

1 & 2 December 2010, Marriott Hotel, Karachi
3 & 4 December 2010, Pearl Continental Hotel, Lahore
9:15 am to 5:00 pm

Key Benefits:

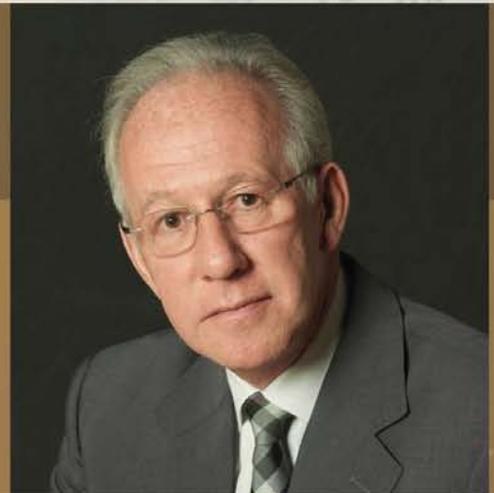
At the end of this two-day program you will be able to:

- **Outline** the history and development of Lean
- **Explain** the principles of Lean
- **List** the commonly occurring wastes in an operation and explain how to eliminate them
- **Demonstrate** an ability to construct process maps to improve process understanding
- **Describe** the importance of the human side of Lean operations, including how to manage competence, commitment and culture
- **Demonstrate** an ability to calculate employee productivity
- **Describe** how to manage resources to level demand
- **Explain** how to enhance the work place environment to improve operational efficiency

For Registration:

Tel: +92-21-34534261, +92-21-34536315, +92-21-34520093
Fax: 021-34520708, E-mail: register@octara.com, info@octara.com

www.octara.com



Course Facilitator:

Alan Power

MD, MPower (UK) Ltd.

•
Former Head of Quality Management at Lloyds Bank, UK

•
Over 2 decades of hands-on commercial experience

•
An award-winning General Manager of TSB Homeloans, the home loans arm of TSB Bank

**Special Offer Book 2 seats and
Save PKR 10,000**



Course Facilitator

Alan Power

MD, MPower (UK) Ltd.

A former Head of Quality Management at Lloyds Bank, UK, Alan Power today heads his independent consultancy. A veteran in the field of Quality Management and Business Excellence in UK's top ranked financial and services sector. Alan, while at Lloyds Bank had developed a model for corporate leadership based on Quality Management which he describes as Leadership from the Head, Hands and Heart.

Alan Power first became aware of the Total Quality movement in 1986, while he was The Personnel Director at Mortgage Express, a UK home loans company. It was at this time that he launched his first Total Quality Management program.

As a result of the success of that program Alan was invited to set up a new company, TSB Homeloans, the home loans arm of TSB Bank, a UK retail bank. The company was established in Scotland during 1989 and Alan was General Manager until the merger of TSB Bank with Lloyds Bank in 1997.

During the period of Alan's tenure as General Manager TSB Homeloans won the following:

- Digital Quality Award (1993)
- Quality Scotland Prize for Business Excellence (1994)
- Quality Scotland Award for Business Excellence (1996)

In addition, Mortgage Express Ltd. won the British Quality Award in 1996. Prior to taking up his general management role Alan had some 20 years experience in senior roles in human resource development.

What delegates have said about Alan Power:

"I've learnt the application of some practical and highly valuable tools in real life. Thank you Alan for a superb workshop."

Section Head, Corporate Planning, PARCO

"Alan is an excellent speaker with outstanding presentation skills."

Quality System and SRA Coordinator, DAL Food Industries

"The course has opened my mind to a whole lot of things that I feel I can apply to my work. A great 3 days journey! Best of luck to Alan and Octara."

Deputy General Manager, Habib Bank Limited

"Mr. Power is very knowledgeable and has very good presentation techniques. It was a superb session."

Quality Assurance Specialist, Saudi Arabian Airlines



Learn About Lean

In the book, 'Lean Thinking' by Womack & Jones, 5 Lean Principles were defined:

1 Specify what creates value from the customer's perspective

2 Identify all the steps across the whole value stream

3 Make those actions which create value flow

4 Only make what is pulled by the customer just-in-time

5 Strive for perfection by continually removing successive layers of waste

But what does that mean?

- **VALUE:**
What the customer is willing to pay for (i.e. processes which transform the product, e.g. bending, welding, etc. or a service, e.g. data capture, decision making).
- **VALUE STREAM:**
The sequence of processes to deliver value to the customer. (The complete value stream flows through the complete supply chain, from raw materials to finished goods or from customer need to need fulfilled).
- **FLOW:**
Movement between value adding processes without delay or interruption.
- **PULL:**
Activating a process when the customer wants to receive, not when the supplier, internal or external, wants to provide.

What are the Benefits of Lean?

As a company adopts Lean approaches many benefits accrue, including:

- Improved quality and fewer errors or defects,
- Reduced inventory or work in progress,
- Reduced space requirements,
- Improved operational flexibility,
- Improved safety,
- Improved employee morale.

Lean BASICS

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Course Overview:

Lean is the term used to describe the production system developed by the Toyota company in the post World War II years. "Lean" comes from the ability to achieve more with less resource by the continuous elimination of waste.

The concept of Lean is not restricted to manufacturing but to all sectors of the economy, public, private, retail, manufacturing, finance, health, etc. and applies to the whole enterprise, including support functions such as HR, Finance, IT as well as the company's supply chain

Who Should Attend?

Managers responsible for operational efficiency, delivery capability and cost & cycle time reduction throughout business functions including Production, Distribution, IT, HR, Sales and Finance

Course Agenda

Day ONE

09:15 Introductions and outline of program.

09:45 History and Development: Delegates will be able to explore the development of Lean and consider the business case for adopting a Lean approach.

10:30 Break

10:45 Exercise:

Delegates will use an exercise to develop insights into the components of Lean Thinking.

11:30 The 7 Wastes: Delegates will consider how to identify waste in a business and how to eliminate it.

13:00 Lunch

14:00 Lean Principles: Delegates will be introduced to the 5 principles of Lean

15:30 Break

15:45 Process understanding: An introduction to some basic tools of Lean, including process mapping and flow charting

16:15 Exercise:

Delegates will complete an exercises in process mapping & flow charting

17:00 End of day

Day TWO

09:15 Lean Tools: An introduction to Value Stream Mapping.

10:00 Exercise:

Delegates will construct a simple Value Stream Map.

10:30 Break

10:45 Exercise:

Delegates will participate in an exercise designed to illustrate the power of team-based problem solving.

11:30 The Human Side of the Enterprise: Delegates will be able to explore tools to help understand the employee impact on Lean, including how to manage commitment, culture and competence.

13:00 Lunch

14:00 Productivity: Delegates will be introduced to a number of methods to help understand the contribution of employees.

14:30 Forecasting and Capacity Planning: Delegates will be able to explore the key features of a capacity planning process designed to help achieve demand levelling.

15:00 Just In Time: Delegates will be able to consider management of the supply chain to achieve continuous process flow.

15:30 Break

15:45 Visual Management: Delegates will be able to explore how adopting a more visual approach to workflow management may improve operational effectiveness.

16:30 Bringing it all together: Delegates will consider an approach that accommodates Lean within other operational improvement initiatives including **Six Sigma** and the **Balanced Scorecard**.

17:00 Summary & Closure.

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Workshop Investment

PKR **44,999/-**
per participant

on **2+** nominees
SAVE PKR. 5,000
per participant

Course material, Octara certificate, lunch,
refreshments & business networking

Registration & Payment Options

● **E-mail or Fax your nomination(s) to:**

E-mail : register@octara.com
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"Octara Private Limited" to:
Muhammad Imran Anwer
Octara Private Limited
2/E-37, Block-6, P.E.C.H.S., Karachi.
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Strategic Partners



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Bring

Lean BASICS

In-house

This workshop can be customized to suit specific needs of your organization at significant savings. Please contact **Mohsin Rahim** at mohsin.rahim@octara.com or call at **0321-2133409** for more details

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