

JOURNEY TO EXCELLENCE

JTE2018.com

Get on the right track for your Journey to Operational Excellence. Two days of practical and inspirational best practice learning experiences delivered by industry experts.



A two day journey focussed on learning and sharing

- Leadership & Transformation Keynotes
- Factory Tours & Site Visits
- Best Practice Case Studies
- Practical Workshops
- Networking Evening

2nd / 3rd May 2018

National Conference Centre, Birmingham



This conference is delivered by True North Excellence



**JOURNEY TO
EXCELLENCE**

JTE2018.com

WHY GET ON BOARD?

Following its resounding success in 2017, Journey to Excellence returns to support you and your team as you progress towards Operational Excellence.

Leaders in every industry encounter difficulties and challenges throughout the quest for Operational Excellence. Whether you're running a manufacturing line, managing a global operation or leading transformational change, every leader needs to take time out to develop their own skills in order to be fully prepared to meet these challenges.

To give yourself the best chance of reaching your destination, you need to understand the basics and explore some important stops along the way. By learning from others who have already been on the journey, you'll take away ideas, approaches and tools to apply in your own business.



**“Journey to Excellence
2017 was the best
Lean Conference I
have attended.”**



This conference is your ideal travel companion for the challenging journey ahead.

Director of Operations,
Hologic (UK)

Whether you are leading a company, multi-site Lean programme or small work team, Journey to Excellence 2018 will ensure you are equipped to meet the challenge of creating a culture of Operational Excellence and continuous improvement.

This is ideal learning and development for:

- CEOs and Managing Directors
- Multi-site and plant leadership
- Leaders of Operational Excellence
- Continuous improvement, change agents and Lean leaders
- Manufacturing, operations and production professionals
- HR and talent management teams
- Finance, supply chain and planning departments
- Quality, maintenance and customer service managers

“Some great speakers, keynotes and workshops, variety of content was great and made some new contacts that will help support our journey. Very enjoyable two days!!”

**Lean Champion,
Emerson**

“10/10, superb conference, the tour on day two also allowed us to take away many useful ideas and insights - thank you!”

**Head of Wafer Processing,
Teledyne E2v**

“Vitaly important to attend such Lean best practice events, to hear leading Lean companies and experts, lots of food for thought for our own journey.”

**Operations Director,
The Authentic Food Company**

The three overarching themes for this Journey to Excellence 2018 are:

LEADERSHIP & STRATEGY

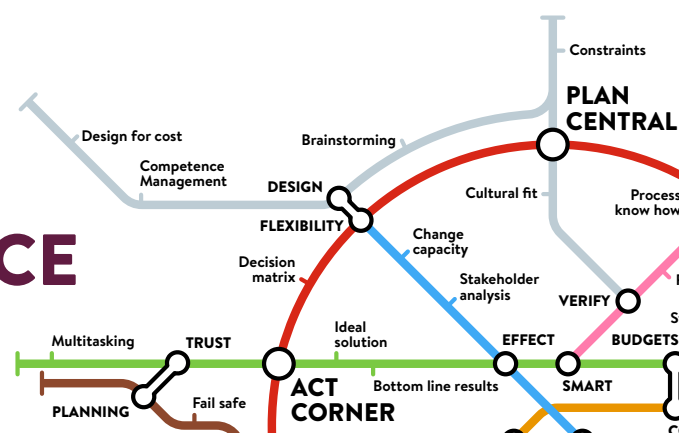
CULTURE & ENGAGEMENT

CONTINUOUS IMPROVEMENT

“Very good, liked the choice of sessions and workshops – keynotes were strong, entertainment was good and the TNE team created a good and relaxed atmosphere to focus in.”

**UK & Europe Excellence Lead,
Pladis Global (The Biscuits Works)**

100% OF DELEGATES WOULD RECOMMEND JOURNEY TO EXCELLENCE TO THEIR COLLEAGUES







Agenda

The agenda for Journey to Excellence 2018 provides inspiration, insight and motivation to help you and your teams on the Journey to Operational Excellence. The website will be constantly updated with content so be sure to visit www.jte2018.com

Day One Tuesday 2nd May 2018

08:00-09:00	Registration open - Tea & Coffee	
09:00-09:10	Chairman's Welcome Address - Jon Tudor, Managing Director, True North Excellence	
09:10-09:45	Toyota Keynote Address - Jim Crosbie, Deputy Managing Director, Toyota Motor Manufacturing (UK)	
09:45-10:30	Site Transformation Keynote - Alan McLenaghan, CEO, Sage Glass (USA) Saint-Gobain Group	
10:30-10:50	Keynote Panel Question & Answer Discussion	
10:50-11:20	Tea/Coffee Break & Networking	
11:20-12:00	BREAKOUT STREAM 1 Introduction to Training Within Industry (TWI) Denis Becker Master Trainer, TWI Institute	BREAKOUT STREAM 2 Lessons from the Military in Leading Operational Excellence Chris Edwards OBE Managing Director, The Dairy House Ltd
	BREAKOUT STREAM 1 Beginnings of Transformation in Nuclear Processing Sector Matt Farmer Improvement Manager, Urenco ChemPlants	BREAKOUT STREAM 2 Digital Excellence and your Journey to Operational Excellence Adrian Wakefield Managing Director, Transforming IT
12:05-12:45	Keynote Panel Question & Answer Discussion	
12:45-13:45	PRACTICAL WORKSHOP 1 Cultural & Strategic Alignment Workshop & Case Study Steven Boyd Director of Continuous Improvement, Tokheim Global	PRACTICAL WORKSHOP 2 How to create and sustain a learning organisation Leanne Holmes Dig Woodvine Site Managing Director, Cranes Payment Innovations Managing Director, XCL
	Tea/Coffee Break & Networking	
15:10-15:40	BREAKOUT STREAM 1 Adapting 'Agile' to support Operational Excellence Adrian Stalham Partner, Sullivan Stanley	BREAKOUT STREAM 2 Case study Visual Management Speaker TBC Details to be confirmed
	Global Improvement Keynote - Martin Bräuker, Head of Bosch Production System, Powertrain Solutions, Bosch GmbH	
16:35-17:30	Evening networking drinks and BBQ	

Day Two Wednesday 3rd May 2018

07:15-07:45	Registration open - Tea & Coffee	
07:45-08:00	Coaches depart for site visits that include:	
	   	More sites to be announced during spring of 2018.
11:30-12:00	Delegates return to conference venue	
12:00-12:45	Lunch and networking	
12:45-13:20	Strategy & Alignment Keynote: Andrew Prescott, Launch Manager, Bentley Motors (TBC)	
13:20-14:00	Cultural Change Keynote: Colm Sheils, Manufacturing Engineering Director, Boston Scientific (TBC)	
14:00-14:15	Keynote Q&A	
14:15-14:30	Networking break	
14:30-15:45	PRACTICAL WORKSHOP 1 Unlocking TPM (TBC) Professor Nick Rich School of Management, Swansea University	PRACTICAL WORKSHOP 2 Workshop information to be announced
	Chairman's closing remarks	
15:55	Conference Close	

International Keynotes

Journey to Excellence brings together leadership keynotes from global organisations to share experiences, lessons learned and best practice in Operational Excellence.

Toyota Keynote: Culture, Engagement & Continuous Improvement at Toyota



Jim Crosbie

Deputy Managing Director,
Toyota Motor Manufacturing (UK)

Jim joined Toyota UK in 2001 as Assembly Manager and has carried out a number of production and administration roles at Burnaston Vehicle Plant including Assembly, Paint & Plastics, and Human Resources. He was promoted to Production Director in 2011.

From 2012 to 2014, he was assigned as Production Vice-President at Toyota Peugeot Citroen Automobiles (Joint Venture Company) in the Czech Republic.

On his return to the UK, Jim took up the role of Director, Engine Plant at Deeside in North Wales with direct responsibility for all plant operations. In 2018, Jim was promoted to the role of Deputy Managing Director, with direct responsibility for the functions of HR, Accounting & Finance, Corporate Planning, External Affairs and Production Control whilst still maintaining full responsibility for all Engine Plant operations.

Global Transformation Keynote: BOSCH GmbH



Martin Bräucker

Head of Bosch Production System,
PowerTrain Solutions, Bosch GmbH

Martin joined the Bosch Production System (BPS) journey in 2010, focusing on leadership training in their business unit team. Working alongside Toyota Martin was able to take Jishuken methodology into the BPS.

Through the creation of practical improvement activity at Bosch, Martin's focus has been on developing leadership skills to enable the BPS to be developed in the Gasoline Systems Business Unit of Bosch, covering over 50 plants. During this time Martin

has developed the 'Speed Week' methodology approach within Gasoline Systems (now PowerTrain Solutions) to enable a greater adoption of BPS.

Martin began his career as an electronics apprentice in Germany. In 1999 he started as a trainee at Bosch GmbH, working in technical and manufacturing in Bosch plants in Germany, Hungary, Switzerland and China, progressing to operational leadership roles.

Site Transformation Keynote: Sage-Glass, USA



Dr. Alan Mclenaghan

CEO of SageGlass USA,
part of the Saint-Gobain Group

Prior to becoming CEO, Alan served as SVP of Technology at Saint-Gobain's Containers Division (glass bottles), Global VP Manufacturing at Saint-Gobain Glass (flat glass) and Managing Director of Saint-Gobain Glass UK Ltd.

He considers it the ultimate honour to have been asked by Saint-Gobain's executive leadership to bring dynamic SageGlass to the global market. Electronically tintable SageGlass is the most innovative product and technology to emerge in

the glass and glazing industry since the advent of flat glass produced by the float process.

Alan started his career in the late 1980s with the chemical companies, ICI and DuPont, working in several European countries, North America and China. He holds a B.S. in Applied Chemistry and a Ph.D. in Polymer Physics from universities in his native Scotland.

Site Visits

Go, Look, See is a vital part of the learning experience. This is your chance to see companies on their own journey to Operational Excellence, to benchmark your own progress and see new ideas in practice.

Jaguar, Castle Bromwich



Gain an exclusive insight into the creation of Jaguar cars by seeing the entire production process from sheet metal to Jaguar car. Learn what it takes to bring to life some of the most technologically advanced cars in the world.

In this state-of-the-art factory, you'll see hundreds of robots working in perfect accord with talented craftsmen to produce cars from the Jaguar range. You'll see the world's largest aluminium press, built to create F-TYPE's state-of-the-art unique, sleek, aerodynamic form. You'll also experience the electrifying moment power pulses through a Jaguar and the incredible sound its engine makes firing on all cylinders for the first time.



Amazon Fulfilment Centre, Rugeley



See what happens after you click 'Buy' on the Amazon website. Learn all about Amazon's pioneering continuous improvement processes and employee engagement initiatives.

You'll take a close look at the daily job of employees at work, as well as observing many of the key processes and technologies of the fulfilment centre, right through from picking to packing, where items are carefully parcelled up in Amazon's famous brown boxes before being sent on their way to customers.



The Manufacturing Technology Centre (MTC), Coventry



Implementing Technology for Operational Excellence

This site visit will focus on gaining operational efficiency through technology implementation. The site visit will focus on the following areas:

- Cobots – The potential for human-robot collaboration is vast, during the visit you gain an insight into how human robot collaboration is working today and how it can support your manufacturing future.
- Additive Manufacturing: Advances in AM has resulted in end-use parts being created across sectors such as aerospace and food production. See how quality and waste reduction can be achieved with AM.
- Enhanced Visualisation for Manufacturing: See how this can reduce set up reduction and increase efficiency and effectiveness.
- Other site visit areas include the Surface Mount Line, Virtual Assembly Line, and Factory in A Box.



Brett Martin Daylight Systems, Coventry



Brett Martin is the UK and Ireland's leading independent manufacturer of rooflight systems. From its specialist manufacturing facilities in Coventry, the company manufactures an impressive rooflight portfolio including the most extensive range of precision-engineered rooflights for every building type.

Every year they supply over 700,000m² of rooflights to a wide range of building projects from high profile stadia such as Wembley Stadium, Old Trafford and the Emirates to educational, healthcare, infrastructure and residential building types throughout the UK and Ireland.



Workshops

Journey to Excellence will allow you to Learn by doing. During the afternoon of day one and two you will participate in experiential learning, exploring the key areas that matter to you.

Day One **How to create and sustain a learning organisation**



Leanne Holmes

Site Managing Director,
Cranes Payment Innovations

Leanne Holmes has site responsibility for Quality, H&S, logistics, planning, purchasing and operations. Beginning her career at Autoliv, Leanne has over 14 years' experience in continuous improvement, for the past 6 years within Cranes, starting as Operations Manager before taking her present role as Operations Director and site leader.



Dig Woodvine

Managing Director,
XCL

Dig Woodvine joined the British Army in 1984, serving for 10 years as a Combat and Amphibious Engineer in 5 Airborne Brigade. Dig's passion has been leading expeditions whilst living and working with indigenous people in the Amazon, India, Uganda and Ethiopia. In 1997 he founded XCL International and now leads on strategic direction supporting business transformation programmes across the globe. He has a post-graduate degree in sociology and psychology.

Day One **Cultural & Strategic Alignment Workshop & Case Study**



Steven Boyd

Director of Continuous Improvement,
Tokheim Global

Steven is the Director of Continuous Improvement at Tokheim, recently acquired by American manufacturer the Dover Group whose annual earnings are over £6bn. During the acquisition a review of Operational Excellence identified a good standard of application of Lean tools, but the 'culture and behaviours' journey had yet to start. This workshop and case study will focus on how they set their target on long-term cultural

change for continuous improvement. From involvement with the Shingo Prize for Operational Excellence through to moving from a management to a leadership approach, the journey has included the awarding of Dover's Centre of Excellence for Continuous Improvement at their Dundee site.

Day Two **Unlocking TPM (TBC)**



Professor Nick Rich

School of Management,
Swansea University

Nick's career started at Cardiff and his work was some of the most influential in terms of the development and dissemination of Lean systems (Lean Enterprise Research Centre). He was trained in Japan by the Toyota Motor Corporation and holds one of the Elite IIES Toyota Fellowships. Working with his mentor Professor Dan Jones, Nick expanded his research into food retailing and production (Tesco, Unilever), and manufacturing.

Nick's interest in Lean socio-technical systems and his passion for robust engineering maintenance (TPM) has won him many awards and accolades (innovation Prizes, and Shingo Examiner status).

In 2011-12, Nick went to The Royal Mint to be the Chief Engineer of the 2012 Olympic medals.

Nick is a socio-technical systems researcher, meaning he has an interest in how people and technology work together to generate high performance organisations and highly reliable organisations.

Best Practice Case Studies & Presentations

Tailor make your own agenda through our breakout best practice case study presentations on the areas of Leadership & Strategy, Culture & Engagement, and Continuous Improvement.

Lessons from the Military in Leading Operational Excellence



Chris Edwards OBE

Managing Director,
The Dairy House

Whether you are leading a Section in combat/ training or managing a 24-hour manufacturing operation, there are key experiential learning points and comparators which may be drawn from what, outwardly, are very different scenarios but with surprising similarities coupled with 'gulfs' in delivery styles and 'effects'. Bringing together 51 years in different supply chains within Food manufacture and 32 years as a British Army Officer, currently as a Colonel, Chris will develop four key learnings points, from the military angle, which may be applied in today's increasingly automated manufacturing environment:

1. Leadership style – underpinned by the Leadership Code including the need to know the social requirements of great teams and effective methods for manufacturers to engage with their workers
2. Communications and clarity.
3. Training vs Operations – Competence, the use of SOPs and comparing 'in the field practice' with manufacturing best practice.
4. Know your product, know your process, know your people – a view on weapons 'effect'.

Beginnings of Transformation in the Nuclear Processing Sector



Matt Farmer

Improvement Manager,
Urenco Chemplants

Matt has been in his current role for just over a year, working as part of a team that will take a new chemical plant into operations in 2018.

Prior to joining Urenco, Matt started his career as a Manufacturing Engineer after obtaining a degree in Manufacturing Systems Engineering. He has experience in different industries undertaking both Operational and Improvement roles within different sized organisations.

Digital Excellence & Your Journey To Operational Excellence



Adrian Wakefield

Managing Director,
Transforming IT

Every operational and manufacturing leader now needs to have a strong skill base in using technology to successfully deliver Operational Excellence. This workshop creates a case that Operational Excellence and Technology need to be seen as a joined up approach and goes on to support leaders in addressing the fundamental considerations and mistakes in applying new technology – and how you can avoid making them.

- Appreciating the helicopter view of technology in manufacturing operations when applying new technology
- How to engage people across the business before applying any new technology

Key topics:

- Strategy and technology and different types of interventions and engagement when looking at digital excellence - Identifying the right digital tools for your Operational Excellence journey including 4-Field Mapping
- What does leadership in technology mean for Operational Excellence – starting the internal conversation and then applying it

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Introduction to Training Within Industry (TWI)



Denis Becker

Master Trainer,
TWI Institute

Denis Becker heads up a team leading Lean transformations and developing continuous improvement capabilities in Gemalto's manufacturing and service centres world-wide. He is a passionate champion of operator-led process improvement, teaching and coaching Senior TWI trainers in Asia, Latin America, Europe & Africa. Denis also teaches TWI and problem solving to senior Lean and operations managers on the unique MSc in Lean Enterprise at the University of Buckingham. His company 'Fast-paced Lean' is the official partner of the TWI Institute in the UK.

Adapting 'Agile' to support Operational Excellence




Adrian Stalham

Partner,
Sullivan Stanley

In a software driven world, most IT functions are either going Agile, or talking about going Agile. But what is it, and why should today's manufacturing and operational leaders care?

Key Topics

- What is Agile, where has it come from and why is it different.
- How adopting an Agile approach can help you in your journey towards a Lean Enterprise.
- How the right approach can ensure an agile strategy is truly embedded in an engaging way
- What does Agile mean for the Lean organisation and what steps you take to begin the conversation



“Some great speakers, keynotes and workshops, variety of content was great and made some new contacts that will help support our journey. Very enjoyable two days!!

Lean Champion,
Emerson

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LIST PRICE £1,095.00 +VAT/per delegate

If booked and paid after 18th March 2018

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Name	Job Title
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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.

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