



THE INSTITUTE OF  
OPERATIONS  
MANAGEMENT

# The Institute of Operations Management

## *Developing a culture of continuous improvement*

Many improvement initiatives fail or fizzle out. Invariably that is caused by a combination of problems many of which are related to the engagement of people and the shaping of an appropriate organisational culture. The success of any improvement programme places unique pressures on the leadership teams of organisations and this workshop focuses on how leaders and leadership teams can prepare their organisation for improvement and then create the right environment and culture to enable them to lead improvement programmes and achieve success.

The workshop delivers understanding of the important issues affecting organisational culture within organisations that will enable them to achieve the improvements they wish to drive forward and shows that leadership plays a key role in this process at all levels in the organisation. The selection, development and nurturing of those who will facilitate and lead change is described with reference to a number of real-life project successes and failures.

### **Topics covered:**

- An understanding of improvement and improvement programmes
- How organisational culture is formed, shaped and changed
- Creating an effective cultural change programme to support improvement
- Leading front-line teams to success
- Practical coaching exercise

### **Why should you attend?**

- An understanding of why improvement programmes fail
- The role of Leaders at all levels in achieving success
- How to motivate, communicate and manage people during an improvement programme
- Practical coaching experience for improved performance

### **Speaker profile - Mark Eaton MSc MBA CEng FRSA**

Mark has been involved in leading Lean Transformations for over ten years. Formerly the director of the UK's Flagship Lean Transformation programme for Manufacturing, Mark has subsequently branched out into delivering Lean in the NHS, Armed Forces and the wider Public Sector.

Mark is author of the books *Sustaining Lean* (originally written for the DTI) and two books aimed at the healthcare sector, namely *Sustaining Lean Healthcare Programmes* and *Lean for Practitioners*. Mark is Chair of the IET's Manufacturing Network and a member of their Healthcare Executive Team. Mark holds the Viscount Nuffield Medal for his contribution to UK Industry through the delivery of Lean.

**Tuesday 16th June**  
**The Institute of Mechanical Engineers (IMECHE)**  
**One Birdcage Walk, Westminster, London, SW1H 9JJ**

