

# Training and Development Directory

# 2010

## Workshops

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Sometimes organisations struggle to survive in a competitive environment or a difficult economic climate. The most successful organisations overcome these challenges by constantly adapting to new business circumstances and improving their operations as a result. Doing this effectively relies on businesses securing staff with the greatest level of skill in these areas.

To support you in this complex area, CILT and IOM offer you the opportunity to attend a series of interactive taster workshops to help you develop the skills you need to plan for, implement and sustain improvement.

Organised by CILT and IOM members and supported by Unipart and Amnis, workshop topics have included: understanding and developing a culture of improvement, lean office and service improvement and sustaining Lean.

You can then choose to build on this learning by attending a CILT or IOM training course or studying for one of our qualifications.

# Workshops



## Unipart Expert Practices

*'Benchmarking, learning and sharing best practice with an institution such as CILT/IOM provides UEP with great opportunities in helping to identify and shape future trends. The partnership seminar programme facilitates a common framework for UEP to share this best practice and thought leadership with delegates from across a breadth of industry sectors. These highly successful practical one-day events also provide informative networking opportunities'*

**Diana Hayes**, Unipart Expert Practices



## Amnis

*'Amnis is keen to support professionals in the industry to operate at the very highest standard for the improvement of their own performance and the benefit of their organisations. We are pleased, therefore, to be able to provide CILT and IOM members with high-impact taster masterclasses on the kinds of subjects that matter most to them. Providing an overview of particular subjects means that individuals can then choose to study them further with CILT or IOM with enhanced knowledge and skills.'*

**Mark Eaton**, Amnis

## AMNIS

### EXPERT IN LEAN MASTERCLASS

This programme is for those who already have extensive knowledge of Lean, including a deep understanding of Lean, the Lean principles and the basic tools. This new and exciting workshop combines discussions with presentations and is aimed at sharing knowledge and Lean experiences between participants and also reviewing some of the more unusual Lean tools and concepts, including heijunka, jidoka and TPM.

This highly interactive workshop will draw on the presenter's experience and that of the participants to create a true Lean learning environment (LLE). Because of the nature of this workshop, it is not suitable for those with little or no experience of Lean.

**Venue:**

London

**Date:**

8th June 2010

**Fees:**

Member – £95

Non-member – £190

### LEAN FOR MANAGERS AND EXECUTIVES

This exciting new programme is focused on managers and executives who need to sponsor or lead Lean (or related improvement) programmes within their organisation.

This programme is targeted at supervisors, managers and directors who need to understand how to manage successful Lean programmes. It is not suitable for Lean beginners.

**Venue:**

London

**Date:**

20th April 2010

**Fees:**

Member – £95

Non-member – £190

After a quick refresher on Lean principles, the programme moves on to explore the management systems and structures that are needed to make Lean work and to create a culture of continuous improvement.

Focusing on how to engage teams and individuals in Lean activities and how to set up and run successful Lean events and programmes, this fast-paced workshop assumes that participants have an understanding of the Lean principles and is not focused on beginners or those with little experience of managing people and teams.

### LEAN, 5S & STANDARD WORK

This new and exciting workshop is aimed at those new to Lean that want to gain an understanding of two of the most useful tools used in Lean programmes, namely 5S and standard work.

**Venue:**

Corby

**Date:**

4th May 2010

**Fees:**

Member – £95

Non-member – £190

Aimed at those who have started the journey toward Lean and had at the very least an introduction to the Lean principles, this practical workshop uses a mix of presentations, simulations, exercises and discussions to bring these exciting topics even more to life.

This programme is targeted at those with a little Lean knowledge and those wishing to review and refresh their knowledge of 5S and standard work.

## UNDERSTANDING LEAN

This exciting and interactive programme is designed for Lean beginners or those wishing to understand the basics of Lean in more depth.

Covering the basic principles of Lean and providing an overview of the key tools, this introductory workshop provides beginners in Lean with the basic knowledge to enable them to identify further areas of Lean they would like to explore in more depth and to start participating in Lean activities under the guidance of an experienced Lean practitioner.

Venue:  
London

Date:  
9th March 2010

Fees:  
Member – £95  
Non-member – £190

## VALUE STREAM MAPPING

Value stream mapping is one of the most useful tools for redesigning processes, pathways and value streams.

From understanding how your processes work today and the problems that are preventing you from being successful, through to designing a 'Future State' and an associated implementation plan, this fast-paced and exciting workshop covers the key tools, terminology and processes required to ensure success.

This programme is focused on those who have already gained an understanding of Lean and its principles and is not suitable for absolute Lean beginners.

Venue:  
Corby

Date:  
23rd March 2010

Fees:  
Member – £95  
Non-member – £190

## UNIPART EXPERT PRACTICES

### ADVANCES IN INVENTORY MANAGEMENT

Inventory is both an asset and a liability. It is a financial asset in that it has a value that can be turned into cash; it helps provide customer services and acts as an optimisation tool for purchase, transportation and production efficiencies. On the other hand it is a liability if we can't turn it into cash, it needs to be stored and insured etc., which makes it a drain on a company's resources.

This seminar is an updated version of an event that Unipart have been running for the last six years. It looks at the role of inventory, inventory diagnostic tools, what items should be held in stock, where to keep them, how they should be replenished

and whether items should be made for stock or made / assembled to order. The seminar includes exercises and demonstrations.

Venue:  
Unipart Doncaster

Date:  
15th June 2010

Fees:  
Member – £75  
Non-member – £150

## DEVELOPING AND IMPLEMENTING SUPPLY CHAIN STRATEGY

Research has shown that only 10% of all strategies yield the intended results. Many reasons have been cited for this, including the strategies being inappropriate, their changing as soon as they are devised, their requirements not being communicated or inconsistencies between strategies, measures and actions. Some, or all, of the above are probably true to some extent. Decisions such as outsourcing, off-shoring, service proposition changes and systems implementation can make or break a business. Choosing the right strategies, developing and implementing plans to realise those strategies and managing the resultant changes are vital.

This seminar is intended to help senior teams understand what tools and techniques are available for the efficient development

of supply chain strategy, including competitive space, hoshin kanri, etc, to deliver cost reduction, improve asset turns and/or enhance service. We will also consider how to prevent initiative overload, establish a balance change portfolio and how to monitor strategy execution.

Venue:  
Unipart Nuneaton

Date:  
21st September 2010

Fees:  
Member – £75  
Non-member – £150

## ERP BENEFITS REALISATION

ERP implementations promise much, but “only 10%-15% deliver anticipated benefits” (Rutherford, ‘ERP’s Ends Justify Its Means’, CIO Online Report). The biggest shortfalls are reported in personnel reductions, improvements to on-time delivery, productivity gains, revenue growth and inventory reduction. Worse, a 2008 survey by Unipart Expert Practices found that 84% of companies didn’t track benefits realisation to the end of their ERP implementation project.

This practical one-day workshop is for senior managers who have implemented an ERP, or are considering implementation, and are looking for practical insight in to how to deliver promised benefits. This event will look at the key considerations in realising benefits by establishing the context:

- > Ensuring alignment with strategy;
- > Ensuring flawless design through the integration of people, roles, organisation, processes, systems and data to improve value creation; and
- > Excellent execution, delivering the business case through better project governance and management.

The day’s activities will enable participants to explore these areas, sharing experiences and thinking through the application in their own organisations, as well as providing rare access to a business, and its people, that has used ERP to underpin process centred working.

**Venue:**

Unipart Cowley, Oxford

**Date:**

5th October 2010

**Fees:**

Member – £75

Non-member – £150

## ENVIRONMENTAL SUPPLY CHAINS

Whatever our position in the supply chain, we are all being tasked with minimising our environmental impact. The concept of carbon footprint has become a common and inseparable element in the measurement and disclosure of organisations’ green credentials. As a result, businesses in general, and supply chain operations in particular (with the poor public image of gas guzzling transportation), are increasingly turning their attention to measuring, reducing and offsetting their environmental footprint.

In this seminar we will discuss the sources of carbon and other environmental factors, as well as measurement and quantification methods (like Activity Based Carbon and Carbon to Market), and

then link these to typical cost saving opportunities. We will also showcase work that has been undertaken in the Unipart Group to sustainably reduce the company’s environmental impact.

**Venue:**

Unipart Nuneaton

**Date:**

19th January 2010

**Fees:**

Member – £75

Non-member – £150

## GETTING MORE IN AND OUT OF YOUR WAREHOUSE

In this seminar we look at each of the key warehousing processes, i.e. inbound, storage, picking and despatch. Through the use of presentations, case studies and simulations we show how participants can get more into and out of their warehouses.

The areas covered on the day include setting the warehouse in context, warehouse design using appropriate tools and techniques, and how the correct inbound and storage strategy can ensure stock integrity is maintained, using interactive discussion and illustrated by sample case studies. There will be an interactive discussion on outbound best practice, illustrated by a simulation. As part of the day there will be the opportunity to understand the influence of technology within the warehouse, giving some useful insights into making processes more efficient.

**Venue:**

Unipart Nuneaton

**Date:**

7th September 2010

**Fees:**

Member – £75

Non-member – £150

## NEW PRODUCT INTRODUCTIONS

Irrespective of the market sector you operate in, ensuring each product launch is successful can have a significant impact on the bottom line, either by getting to market early or by limiting lifetime portfolio costs. While product development engineering is a mature discipline, it is becoming clear that supply chain planning and execution are also key elements in new product introduction. This seminar combines theory and case studies from diverse industries to explore practical improvements to people, processes and systems in the supply chain that will reduce costs and increase profitability. The focus of the seminar is on benefit realisation, whether at the strategic level where a deep knowledge of your supply chain can leverage improvements in enterprise-wide product lifecycle management, or the

operational level where we discuss waste reduction in launch processes, supersession and closing the loop at end of life. There will be time for discussion, and learning is consolidated with interactive simulation games.

**Venue:**  
Unipart Cowley, Oxford

**Date:**  
9th February 2010

**Fees:**  
Member – £75  
Non-member – £150

## PLANNING & FORECASTING

Planning and forecasting are becoming increasingly important as the time customers are prepared to wait for their deliveries is much shorter than the time it takes to procure, make and distribute product. At the strategic level this means we must plan for the acquisition of new infrastructure, technology or skills, whilst at the tactical level, we need to plan to align resources to enhance customer value in the most profitable way. And all this whilst not forgetting the need to consider supply constraints in order to provide reliable delivery performance.

Clearly, in today's volatile environment, where new products are constantly changing demand patterns, this is extremely complex. Commercial activity, such as promotions, can also have a dramatic (and difficult to forecast) impact on demand. The issue is further complicated by customers demanding shorter delivery lead-times at a time when more products are being sourced from the Far East.

There are often internal tensions with manufacturing requiring large batch sizes that offer economies of scale, while marketing often requires a greater product range and greater levels of flexibility. The planner's role is neither easy or comfortable.

In this seminar we will look at good practice in planning and forecasting from people, process and systems perspectives. We will use a range of presentations, exercises and case studies to illustrate key points and embed learning.

**Venue:**  
Unipart Cowley, Oxford

**Date:**  
23rd March 2010

**Fees:**  
Member – £75  
Non-member – £150

## SUPPLIER RELATIONSHIP MANAGEMENT

There are many examples of companies that have supplier performance programmes ranging from listing the 'top and bottom ten' suppliers in visitor reception areas through to fully integrated information / data exchange using systems implementation and job sharing. Few, however, are fully satisfied with their suppliers' performance.

In this seminar we investigate the types of supplier relationships within organisations and how to segment the supply base to manage their performance to meet your business needs. We look at what to expect and measure in a supplier relationship, as well as outlining how to approach implementing this methodology.

We will use case studies to highlight potential benefits as well as the 'do's and don'ts' of successful implementations. We then go

on to look at tools and techniques for managing the relationship and driving continuous improvement. Through interactive small group discussions and exercises we will encourage delegates to share their experiences and to map out next steps for their supplier relationship programme.

**Venue:**  
Unipart Nuneaton

**Date:**  
18th May 2010

**Fees:**  
Member – £75  
Non-member – £150

## STOCK INTEGRITY

Companies spend vast amounts of money on IT systems without ensuring that the underpinning stock integrity processes are robust. Shrinkage, loss, illegal stock manipulations and process inefficiencies are unfortunately all too common in many businesses. This seminar will cover how stock integrity can be improved across the supply chain to enhance customer service and reduce inventory and total operating costs. The seminar is highly practical and relevant to practitioners and managers working in logistics and finance.

The seminar includes focused interactive sessions, illustrated with case studies and practical exercises on effective stock integrity as a foundation for:

- > Improving service and reducing costs
- > Creating best practice operational and financial processes
- > Effective stock counting
- > The use of technology
- > Ensuring that your company is compliant with Sarbanes Oxley principles

Venue:  
Unipart Doncaster

Date:  
2nd November 2010

Fees:  
Member – £75  
Non-member – £150

## SUPPLY CHAIN DIAGNOSTICS

'If you don't know where you are going, any place is a good place to start'. In these days of tight budgets and high expectations, making the best use of scarce resources is essential. This seminar is a look inside at some of the tools and techniques Unipart Expert Practices uses in helping businesses to diagnose the underlying issues with their supply chain, design appropriate solutions and drive sustainable business benefits.

The topics covered include supply chain characterisation, understanding customer needs, cost to serve, network and facility design, and inventory diagnostics. Whilst it is not possible in one day to train you to be a consultant, our aim is to give you food for thought and some practical tools and techniques.

Venue:  
Unipart Cowley, Oxford

Date:  
2nd March 2010

Fees:  
Member – £75  
Non-member – £150

## SUPPLY CHAIN MEASUREMENT

Do your supply chain measures turn data into valuable information? Can you see at any given point exactly what is happening within your supply chain? Most importantly, do your measures support value-adding activities and promote continuous improvement? You may have measures, but are they the right ones?

This seminar looks at supply chain measurement and introduces the idea that you must look for the value in your supply chain for your KPIs to be truly effective. The aim is to show you how to find these measures and how to use systems to support timely decision-making.

Venue:  
Unipart Doncaster

Date:  
23rd November 2010

Fees:  
Member – £75  
Non-member – £150