

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.

Workshops

An Introduction to the Workshops

CILT and IOM are pleased to be working with Amnis Limited and Unipart Expert Practices to offer a comprehensive suite of workshops that cover a range of subjects from managing inventory and supplier relationships to managing supply chains, and planning and forecasting. New workshops for the 2011/2012 programme include Lean Introduction; a two-day Value Stream Mapping course; Lean Facilitator Skills Programme and How to Make Your Projects and Programmes Successful.

A new addition to the Workshop Programme for 2011/2012 is Demystifying Rail Freight, which is being delivered in partnership with the Rail Freight Group.

All these workshops are designed to contribute to your CPD and complement the range of short courses and professional qualifications available through CILT, IOM and PTRC.

For further information about the courses or to reserve a place, please contact the Membership department for more information by email: membership@ciltuk.org.uk or telephone: 01536 740104.

Please note that additional workshop dates will be added to the schedule, so please visit the CILT website: www.ciltuk.org.uk or the IOM website: www.iomnet.org.uk for the latest information.

Amnis Ltd

VALUE STREAM MAPPING

One-day workshop

Overview:

Value stream mapping is one of the most useful tools for redesigning processes, pathways and value streams and this interactive workshop involves participants in a real-life value stream mapping activity.

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 master class covers the key tools, terminology and processes required to ensure success.

Course content:

- Lean refresher
- Value stream mapping
- Current state mapping/process analysis
- Blue Sky/Ideal State
- 'Future State' maps
- Implementation planning

Learning outcomes:

- Refresh your knowledge of lean
- Understand (and have applied) value stream mapping
- Be able to plan your first implementation activities following your mapping exercise

Benefits:

Use value stream mapping to:

- Assess your processes end to end
- Identify process bottlenecks
- Turn 'Future State' maps into realistic implementation plans

In addition, value stream maps are:

- Inexpensive to undertake
- Relevant to all sectors and all parts of your organisation
- Flexible and can be applied to whole organisations, whole pathways or single areas



Amnis Ltd 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 master classes 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.

Amnis

Mark Eaton, FIOM, Amnis Limited



Who this course is for:

This master class is focused on those who have already gained an understanding of lean and its principles and is not suitable for those new to lean concepts.

Venue:	The Hunting Lodge Hotel, Cottingham, near Market Harborough
Course duration:	One day (two-day course also available, see p64)
Dates:	7th February 2012
Fees:	Members: £100 Non-members: £200 (includes one year's Associate membership of IOM)
Event code:	IOM090

Professional
Sector relevance



Amnis Ltd

DEVELOPING A CULTURE OF CONTINUOUS IMPROVEMENT

Overview:

Many performance improvement initiatives fail or fizzle out. Invariably this can be 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 master class focuses on how leaders and their senior 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.

This master class tackles the important issues affecting organisational culture and participants will be shown how it is possible to shape the culture of an organisation, the role of leaders, advocates and change agents in this process and the issues they will encounter along the way.

Course content:

- An understanding of improvement and improvement programmes
- How organisational culture is formed, shaped and changed
- The journey to a new culture
- Leading front-line teams to success

Learning outcomes:

- An understanding of why improvement programmes fail
- The role of leaders at all levels in achieving success
- How to motivate, communicate with and manage people during the change

Benefits:

A culture of continuous improvement will help you:

- Engage your staff in developing ideas and implementing improvements to every part of your organisation
- Improve customer services and reduce costs through a mix of small improvements and larger transformation projects
- Improve morale and reduce absenteeism and staff turnover

Who this course is for:

Using a mix of presentation, discussion and experience-sharing, this exciting programme will appeal to managers and directors at all levels who are interested in not only changing processes but also changing the behaviour of entire teams and organisations.

Venue:	The Hunting Lodge Hotel, Cottingham, near Market Harborough
Course duration:	One day 09.30 start (09.00 registration); 17.00 finish
Dates:	6th March 2012
Fees:	Members: £100 Non-members: £200 (includes one year's Associate membership of IOM)
Event code:	IOM091

Professional
Sector relevance



Amnis Ltd

RUNNING SUCCESSFUL LEAN EVENTS

Overview:

Understanding the principles of lean is important, but delivering lean successfully is essential. This master class focuses on how to run successful lean events, including value stream mapping events, rapid improvement events and 2P events.

Although the workshop begins with a very short refresher on the principles of lean, it assumes participants will already be familiar with the basic lean concepts and tools.

The focus is on how to structure successful events, when and how to use them and what needs to be done to prepare, deliver and follow up on events effectively. In addition, participants will have the opportunity to get to grips with some of the less common tools and concepts used in 2P and rapid improvement events.

Course content:

- Lean refresher
- Structuring lean events
- Lean concepts for 2P and rapid improvement events

Learning outcomes:

- Understand how to structure successful lean events
- Get to grips with some of the less common, but useful concepts
- Learn about the people issues that affect the success of lean events

Benefits:

Typical benefits of running lean events include:

- More activity for the same cost, as well as a reduction in costs in most cases
- Improved reliability and quality

Successful lean events are about:

- Planning effectively, including being clear about the problem you want to tackle
- Engaging a team of people in the process of change
- Following up and turning potential benefits into reality

Who this course is for:

Using a mix of discussions, presentations and interaction, this exciting master class will appeal to those with a basic understanding of lean, looking to plan and deliver effective lean events.

This workshop is not suitable for lean beginners.

Venue: IMechE, Westminster, London

Course duration: One day

Dates: 20th March 2012

Fees: Members: £100
Non-members: £200
(includes one year's Associate membership of IOM)

Event code: IOM092

Professional
Sector relevance



Amnis Ltd

THINKING STRATEGICALLY

Overview:

This workshop will appeal to managers and directors with responsibility for planning and implementing strategy. Starting with the basic tools for strategic planning applicable to all sectors, the programme moves on to explore how to put together a strategic plan and then how to turn that plan into reality.

This wide-ranging programme will cover a large number of strategic planning tools to give participants the broadest understanding of strategy and strategic thinking before focusing on the detail of putting plans into action.

Course content:

- Strategic thinking
- Strategic planning tools
- Putting together and implementing strategic plans

Learning outcomes:

- Understand the tools and concepts of setting a strategy
- Review how to turn tools and concepts into reality
- Experience the use of a wide range of strategic tools and concepts

Benefits:

Strategic thinking is all about:

- Guiding the organisation so it understands 'what is it that we are trying to do and how will we do it'
- Making managers more alert to new opportunities and threatening developments
- Setting the pace of change in your organisation and promoting development of an evolving business model focused on bottom-line success
- Thinking about performance today and the plans for tomorrow

Who this course is for:

Using a mix of presentations, discussions and experience sharing, this master class will appeal to those managers and directors who are either new to strategic thinking or want to hone their skills and explore strategic issues across business.

Venue: IMechE, Westminster, London

Course duration: One day

Dates: 1st May 2012

Fees: Members: £100
Non-members: £200
(includes one year's Associate membership of IOM)

Event code: IOM093

Professional
Sector relevance



Amnis Ltd

MAKING TRANSFORMATION PROGRAMMES WORK

Overview:

This strategic master class is aimed at those people who need to sponsor or manage successful transformation programmes. Participants will have the opportunity to explore how to structure organisation-wide transformation programmes including how to engage front-line teams and deliver sustainable improvements from the point of creating the initial strategy through to delivering long-term transformational change.

Course content:

- Structuring an organisation-wide transformation programme
- Engaging people in the transformation process
- Putting together an operational delivery plan to deliver the transformation strategy

Learning outcomes:

- Understand how to plan strategically for transformational change
- Review and discuss how to get buy-in from front-line staff and other stakeholders
- Plan how to turn theory into long-term sustainable change

Benefits:

The benefits of your transformation programme will depend on what you are trying to achieve. However, some typical compelling reasons to undertake the transformation include:

- Increase market size, awareness, market share, product lines and geographical coverage
- Develop new products and services
- Sustain better margins and volume
- Achieve faster time to market
- Deliver in shorter lead-times
- Operate more efficiently
- Make better use of human capital
- Innovate to keep ahead of the market
- Increase profitability and stakeholder value

Who this course is for:

This wide-ranging and fast-moving master class will appeal to those people who already have an understanding of performance improvement concepts such as lean, Six Sigma, etc and are looking to understand how to develop these concepts into something that will transform their organisation.

This workshop focuses on how to structure and manage transformation, lean and service improvement programmes. It does not cover the tools and basic principles of lean, instead focusing on how to turn tools and ideas into programmes of improvement.

Venue:	The Hunting Lodge Hotel, Cottingham, near Market Harborough
Course duration:	One day
Dates:	18th October 2011 12th June 2012
Fees:	Members: £100 Non-members: £200 (includes one year's Associate membership of IOM)
Event code:	2011 IOM062 2012 IOM094

Professional
Sector relevance



Amnis Ltd

LEAN INTRODUCTION

Overview:

This exciting and interactive workshop is designed for lean beginners and those wishing to understand the basic tools of lean to Yellow Belt level (or equivalent).

Covering the basic principles of lean and providing an overview of the key tools, this introductory master class provides beginners in lean with the knowledge to enable them both to identify further areas of lean they would like to explore in more depth and to start participating in lean activities as a Yellow Belt in lean under the guidance of an experienced lean practitioner.

Course content:

- What is lean?
- The five lean principles
- The basic lean toolkit
- Making lean work

Learning outcomes:

- Understand the basics of lean
- Become familiar with how people are using lean in different sectors
- Understand the basic lean toolkit
- Identify some of the issues that affect the success of lean programmes

Benefits:

There are myriad benefits to be found through implementing lean in your business. These depend on the areas you are focusing on, but include improvements in:

- Reducing waste
- Production cost reduction
- Reduced manufacturing cycle
- Reduced inventory
- Reduced labour
- Increased production capacity
- Increased margins

Who this course is for:

This programme is targeted at those with little or no knowledge of lean and those who want to review the basics.

Venue: IMechE, Westminster, London

Course duration: One day

Date: 11th September 2012

Fees: Members: £100
Non-members: £200
(includes one year's Associate membership of IOM)

Event code: IOM095

Professional
Sector relevance



Amnis Ltd

VALUE STREAM MAPPING

Two-day workshop

Overview:

This two-day programme provides a more in-depth understanding of the tools and approaches to value stream mapping and allows participants to experience all aspects of the process from initial scoping using A3s through to creating a realistic Future State and implementation plan.

From understanding how your processes work today and what the problems are that are preventing you from being successful, through to designing a Future State and an associated implementation plan, this intensive workshop takes people from beginner to practitioner level in using the tools and concepts of value stream mapping.

Course content:

- Lean refresher
- Scoping (and A3s)
- Value stream mapping
- Current state analysis
- Blue Sky/Ideal State diagrams
- 'Future State' diagrams
- Implementation planning
- Types of lean events

Learning outcomes:

- Refresh your knowledge of lean
- Understand the whole process of value stream mapping in depth
- Be able to plan your first implementation activities following your mapping exercise

Benefits:

Use value stream mapping to:

- Assess your processes end to end
- Identify process bottlenecks
- Turn 'Future State' maps into realistic implementation plans

In addition, value stream maps are:

- Inexpensive to undertake
- Relevant to all sectors and all parts of your organisation
- Flexible and can be applied to whole organisations, whole pathways or single areas

Who this course is for:

This master class is focused on those who have already gained an understanding of lean and its principles and is not suitable for those new to lean concepts.

Venue:	The Hunting Lodge Hotel, Cottingham, near Market Harborough
Course duration:	Two days (one-day course also available, see p58)
Date:	10th-11th April 2012
Fees:	Members: £300 Non-members: £400 (includes one year's Associate membership of IOM) Please note, residential fees are available on request
Event code:	IOM096

Professional
Sector relevance



Amnis Ltd

LEAN CORE SKILLS

Overview:

This two-day programme takes participants from beginner to beyond Yellow Belt standard in their understanding of lean covering all of the major tools and concepts of lean to the appropriate standard, including 5S, standard work, value stream mapping, mistake proofing (Poka Yoke) and more.

Course content:

- Lean principles
- Scoping (A3s)
- Standard work
- 5S
- Poka Yoke
- Total Productive Maintenance (TPM)
- Value stream mapping
- Set up reduction (Single-Minute Exchange of Die – SMED)
- Making lean work
- Overview of Green/Black Belt tools

Learning outcomes:

- Refresh your knowledge of lean
- Understand the whole process of value stream mapping in depth
- Be able to plan your first implementation activities following your mapping exercise

Benefits:

There are myriad benefits to be found through implementing lean in your business. These depend on the areas you are focusing on, but include improvements in:

- Reducing waste
- Production cost reduction
- Reduced manufacturing cycle
- Reduced inventory
- Reduced labour
- Increased production capacity
- Increased margins

Who this course is for:

This programme is ideal for those who are about to be involved in a lean event or want to gain a knowledge of lean and the tools that go beyond Yellow Belt level. Participants are required to undertake a short project following this programme to gain accreditation at Yellow Belt level.

Venue:	The Hunting Lodge Hotel, Cottingham, near Market Harborough
Course duration:	Two days
Date:	19th-20th June 2012
Fees:	Members: £300 Non-members: £400 (includes one year's Associate membership of IOM) Please note, residential fees are available on request
Event code:	IOM097

Professional
Sector relevance



Amnis Ltd

TRANSFORMING PERFORMANCE: ACCELERATED LEAN SKILLS PROGRAMME

Overview:

The Accelerated Lean Skills Programme (ALSP) is a three-day intensive development programme focused on providing those who need to initiate small to medium-scale lean projects with the key skills and understanding to enable them to be successful. The programme covers all of the skills and activities needed to qualify participants as Lean Green Belts.

Programme costs cover the training element as well as copies of all materials, on-going telephone and email support and certification costs. Certification is achieved after submission of a short post-training project write-up.

Course content:

The programme structure is as follows:

- Day One - lean fundamentals, core tools (Part 1) and making lean work
- Day Two - value stream mapping and lean project planning
- Day Three - simulation and core tools (Part 2)

Learning outcomes:

The key to success in lean is as much about learning how to engage others as it is about the tools and the ALSP is designed to cover all the essential topics in an exciting and informative programme.

The course provides the essential underpinning knowledge to enable you to plan and implement your first lean events.

Benefits:

There are myriad benefits to be found through implementing lean in your business. These depend on the areas you are focusing on, but include improvements in:

- Reducing waste
- Production cost reduction
- Reduced manufacturing cycle
- Reduced inventory
- Reduced labour
- Increased production capacity
- Increased margins

Who this course is for:

This detailed, three-day workshop is ideal whether you are looking to implement lean in healthcare, local authorities, third sector or the more traditional manufacturing setting, as the course uses examples and case studies from a wide variety of sectors and shows how to apply lean tools and techniques in your specific area.

Venue: The Hunting Lodge Hotel, Cottingham, near Market Harborough

Course duration: Three days

Dates: 24th-26th April 2012
23rd-25th October 2012

Fees: Members: £600
Non-members: £700
(includes one year's Associate membership of IOM)
Please note, residential fees are available on request

Event code: April 2012 IOM098
October 2012 IOM100

Professional
Sector relevance



Amnis Ltd

LEAN FACILITATOR SKILLS PROGRAMME

Overview:

This facilitator development programme is a three-day intensive programme focused on the practical skills of facilitating groups and improvement events. The programme covers the practical aspects of planning projects and programmes, facilitating groups, dealing with resistance and managing communications.

Course content:

The programme structure is broadly as follows:

- Day One – Improvement planning tools and concepts
- Day Two – Facilitation skills (practical)
- Day Three – Presenting effectively and managing people during events

Learning outcomes:

Running successful lean events requires two things: the first is an understanding of the technical skills required to lead lean activities; and the second is the people and planning skills required to engage people and run inspiring lean events.

This programme covers the planning and people skills required for successful lean events, including how to plan, manage and facilitate people through the process of going lean.

Benefits:

Without the right people skills, lean events will not deliver the long-term improvements you are looking for. This programme delivers:

- The skills to plan lean events effectively
- Experience of facilitating real situations
- A chance to practise presentation skills in a safe environment

Who this course is for:

This detailed, three-day workshop is designed for those with a role requiring them to facilitate groups and who have already gained experience of improvement concepts such as lean and Six Sigma.

Venue:	The Hunting Lodge Hotel, Cottingham, near Market Harborough
Course duration:	Three days
Date:	25th-27th September 2012
Fees:	Members: £600 Non-members: £700 (includes one year's Associate membership of IOM) Please note, residential fees are available on request
Event code:	IOM099

Professional
Sector relevance



Unipart Expert Practices

ENVIRONMENTAL SUPPLY CHAINS

Overview:

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.

Course content:

In this workshop 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 reduce the company's environmental impact sustainably.

Learning outcomes:

- Gain an insight into the impact that supply chains have on the environment
- Have an understanding of tools that are used to measure impact
- Find out how to apply carbon and costing across your customer segments
- Discover how lean tools and techniques can reduce an organisation's environmental impact

Benefits:

Companies can find cost savings by reducing the environmental impact of their business processes. By re-evaluating the company's supply chain, from purchasing, planning, and managing the use of materials to shipping and distributing final products, savings are often identified as a benefit of implementing green policies.

Who this course is for:

This workshop is for anyone in the supply chain who has responsibility for reducing their organisation's environmental footprint.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.



UNIPART EXPERT PRACTICES

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

Unipart Expert Practices (UEP)



Venue:	Oxford
Course duration:	One day
Dates:	8th February 2012
Fees:	Members: £30 Non-members: £60
Event code:	SCF037

Professional
Sector relevance



Unipart Expert Practices

SUPPLIER RELATIONSHIP MANAGEMENT

Overview:

There are many examples of companies that have supplier performance programmes ranging from listing the 'top and bottom 10' 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.

Course content:

In this workshop 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 dos 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 participants to share their experiences and to map out next steps for their supplier relationship programme.

Learning outcomes:

- Learn how to investigate the types of supplier relationships within your organisation and how to segment the supply base to manage supplier performance to meet your business needs
- Find out what to measure and expect in a supplier relationship
- Learn how to implement this methodology

Benefits:

- Identify the attributes that characterise a buyer/supplier relationship and measure to achieve a mutually beneficial relationship
- Recognise the features of each relationship type; where and how they impact the supply situation; and to challenge whether appropriate value is being delivered
- Ensure contracts meet stakeholder needs
- Identify the drivers of trust in relationships and how dispute resolution is facilitated through strong professional relationships

Who this course is for:

This workshop is for those with accountability for managing the relationship with a supplier or those who have been tasked with setting up a supplier management programme within their organisation.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue: Oxford

Course duration: One day

Date: 15th February 2012

Fees: Members: £75
Non-members: £150
(includes one year's Associate membership of IOM)

Event code: IOM101

Professional
Sector relevance



Unipart Expert Practices

SUPPLY CHAIN DIAGNOSTICS

Overview:

'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.

Course content:

This workshop is a look inside at some of the tools and techniques UEP use in helping business 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, the aim is to give you food for thought and some practical tools and techniques.

Learning outcomes:

Workshop participants will gain knowledge of a number of different ways to look at and understand their supply chains, enabling them to carry out diagnostic analysis using proven tools and techniques.

Benefits:

Businesses benefit from improved structural and process changes, thereby reducing costs, improving operational and financial performance and better aligning current structure to that of future needs.

Who this course is for:

This workshop is designed for anyone interested or involved in the supply chain, or who has a close working relationship with the supply chain.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue:	Oxford
Course duration:	One day
Date:	7th March 2012
Fees:	Members: £30 Non-members: £60
Event code:	SCF038

Professional
Sector relevance



Unipart Expert Practices

IMPROVING ON-SHELF AVAILABILITY IN THE RETAIL SECTOR (OR CASH IN THE BANK)

Overview:

Since the Efficient Consumer Response (ECR) programme was first established in 1996, retailers and suppliers across the world have been working together with the objectives of reducing supply chain costs and improving on-shelf availability. It is difficult to know if costs have been reduced significantly, but there is no doubt that there is a different working relationship between retailers and their suppliers and it would seem reasonable to assume that, at a tactical level, there has been a reduction in costs.

However, the ECR UK Availability Survey, which has been undertaken every quarter since 2004, shows that any improvement in availability is at best marginal, with results hovering between 96% and 97%.

Evidence suggests that 70% of availability issues are the result of in-store errors. There are many reasons for this, all of which can be addressed by the application of sound management techniques, as outlined in this workshop.

Course content:

This workshop will provide managers with the opportunity to:

- Consider the causes of failure in a retail context and the root causes
- Understand the relevant best practice
- Consider how best practice can be applied in their environment
- Start to develop their own action plans

Learning outcomes:

- An understanding of the factors that affect on-shelf availability in the retail environment and the root causes of failure
- Learn what needs to be done to improve availability
- Start to develop your action plan

Benefits:

The case for collaborative or independent action on out of stocks is clear:

- For manufacturers, a 3% increase in on-shelf availability equals a 1% increase in sales
- For retailers, a 2% increase in on-shelf availability equals a 1% increase in sales
- In terms of consumer loyalty, it only takes one negative experience for consumers to switch brands or two to three to change to a different store

Who this course is for:

This workshop is designed for supply chain managers and operational managers from the retail supply chain.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue: Oxford

Course duration: One day

Date: 14th March 2012

Fees: Members: £30
Non-members: £60

Event code: SCF039

Professional
Sector relevance



Unipart Expert Practices

ERP: STAND AND DELIVER!

Overview:

Enterprise Resource Planning (ERP) implementations promise much, but 'only 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.

Course content:

This workshop 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
- 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.

Learning outcomes:

- Gain an appreciation of how to realise benefits from an ERP implementation
- Get guidance on how to de-risk an ERP implementation
- Learn how an ERP system can operate in a more mature lean operation

Benefits:

The fundamental advantage of ERP is that integrating the myriad processes by which businesses operate saves time and expense. Decisions can be made more quickly and with fewer errors. Data becomes visible across the organisation. Tasks that benefit from this integration include: sales forecasting, which allows: inventory optimisation; order tracking, from acceptance through fulfilment; revenue tracking, from invoice through cash receipt and matching purchase orders (what was ordered), inventory receipts (what arrived), and costing (what the vendor invoiced).

ERP systems centralise business data, bringing the following benefits:

- They eliminate the need to synchronise changes between multiple systems – consolidation of finance, marketing and sales, human resource, and manufacturing applications
- They enable standard product naming/coding
- They provide a comprehensive enterprise view
- They make real-time information available to management anywhere, allowing time to make proper decisions
- They protect sensitive data by consolidating multiple security systems into a single structure

Who this course is for:

This practical one-day workshop is for supply chain directors; CIOs; senior operations and supply chain professionals who have implemented an ERP, or are considering implementation, and are looking for practical insight in to how to deliver promised benefits.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue: Oxford

Course duration: One day

Date: 22nd March 2012

Fees: Members: £75
Non-members: £150
(includes one year's Associate membership of IOM)

Event code: IOM102

Professional
Sector relevance



Unipart Expert Practices

GETTING MORE IN AND OUT OF YOUR WAREHOUSE

Overview:

This workshop looks 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.

Course content:

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. There will also be an opportunity to understand the influence of technology within the warehouse, giving some useful insights into making processes more efficient.

Learning outcome:

Gain tools and techniques to enable you to think about capacities within your own warehouse facilities.

Benefits:

- Improved accuracy
- Efficiency levels increased
- Increased customer service levels
- Reduced costs to remain competitive
- Support business growth without adding additional facilities
- Respond better to demand/supply fluctuations (e.g. seasonality, promotions, product introductions)

Who this course is for:

This workshop is designed for those working in and around warehouse environments, both in operational and analytical roles.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue:	Oxford
Course duration:	One day
Date:	29th March 2012
Fees:	Members: £30 Non-members: £60
Event code:	SCF040

Professional
Sector relevance



Unipart Expert Practices

NEW PRODUCT INTRODUCTIONS AND SUPPLY CHAIN MANAGEMENT

Overview:

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 life time 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.

Course content:

This workshop 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 workshop is on benefit realisation, whether at the strategic level where a deep knowledge of your supply chain can leverage improvements in enterprise-wide product life cycle 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.

Learning outcomes:

- Understand the role of supply chain management in product launches
- Find out how to advocate change within an organisation
- Learn practical approaches to improving the effectiveness of business processes
- Discuss the challenges of different industry sectors

Benefits:

This programme is designed to be a powerful catalyst to help dramatically cut new product introduction cycle times, reliably and effectively.

Never has the issue of new product introduction been more important. The traditional long cycle times of new product introduction – from research to customer satisfaction – are a major impediment to maintaining, or regaining a competitive advantage. Building a systematic implementation process – the 'how to' of new product introduction – has myriad benefits.

Who this course is for:

This workshop will benefit managers from organisations at all points in the supply chain who have to cope with the disruptive effects of new product introductions – from manufacturers, to distributors, to retailers. It will be of particular interest to those with product and portfolio responsibility, senior planners and senior operational managers.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue:	Oxford
Course duration:	One day
Date:	25th April 2012
Fees:	Members: £75 Non-members: £150 (includes one year's Associate membership of IOM)
Event code:	IOM103

Professional
Sector relevance



Unipart Expert Practices

DEVELOPING AND IMPLEMENTING SUPPLY CHAIN STRATEGY

Overview:

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.

Course content:

This workshop 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.

Learning outcomes:

- Support participants to reflect on their supply chain strategy approach within their business
- Show participants how to select the correct strategy

Benefits:

Most organisations have a business strategy, but many have not designed a specific supply chain strategy that can operationalise and support that business strategy.

Your supply chain strategy is to establish how you work with your supply chain partners, including suppliers, distributors, customers and even your customers' customers. As the marketplace becomes more competitive, it is critical to reinforce existing relationships and work together.

Who this course is for:

This master class is designed for those responsible for forming supply chain strategy.

Please note, due to the nature of this workshop, participants from organisations that Unipart deem to be of a competitive nature will not be allowed to attend.

Venue:	Oxford
Course duration	One day
Date:	15th May 2012
Fees:	Members: £30 Non-members: £60
Event code:	SCF041

Professional
Sector relevance



Unipart Expert Practices

HOW TO MAKE YOUR PROJECTS AND PROGRAMMES SUCCESSFUL

Overview:

Purists might tell you that projects deliver outputs and programmes deliver outcomes. For most organisations, however, both are fundamentally about delivering business benefit and the real challenge is ensuring those benefits are realised and sustainable.

Most often the measure of success is translated as improvements to bottom-line performance, but the interpretation, communication and realisation of benefits is far from one-dimensional.

History also tells us that 70% of projects fail, so why don't we learn from our mistakes?

Course content:

Participants will have the opportunity to:

- Understand why so many projects and programmes fail
- Consider why the mantra of 'necessary and sufficient' should guide every project/programme manager
- Explore the critical relationships and accountabilities to realise benefits
- Understand the relationships between benefits and behaviours

Learning outcome:

This workshop will help leaders learn how good project and programme management really can deliver successful and sustainable benefits.

Benefits:

Business projects and programmes are undertaken to deliver benefits. However, they are frequently criticised for failing to achieve their objectives. This workshop shows participants how to ensure programme and project success to realise benefits.

Who this course is for:

This workshop is for anyone involved in delivering projects or programmes who need to understand why 70% of projects fail, so that they can avoid the pitfalls for themselves.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue:	Oxford
Course duration:	One day
Date:	7th June 2012
Fees:	Members: £75 Non-members: £150 (includes one year's Associate membership of IOM)
Event code:	IOM104

Professional
Sector relevance



Unipart Expert Practices

PLANNING AND FORECASTING

Overview:

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 nor comfortable.

Course content:

This workshop will look at good practice in planning and forecasting from people, process and systems perspectives. A range of presentations, exercises and case studies will be used to illustrate key points and embed learning.

Learning outcomes:

- A clear understanding of the opportunities associated with developing an integrated approach to planning and forecasting
- Develop a vision of good practice
- Develop your own action plan

Benefits:

- Gain a clearer picture of your business and make better business decisions
- Provide your company with insight to more predictable financial performance

Who this course is for:

This workshop is designed for senior planning and forecasting managers and practitioners.

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue: Oxford

Course duration: One day

Date: 20th June 2012

Fees: Members: £75
Non-members: £150
(includes one year's Associate membership of IOM)

Event code: IOM105

Professional
Sector relevance



Unipart Expert Practices

OPERATIONAL EXCELLENCE IN MANUFACTURING-BASED SUPPLY CHAINS

Overview:

This workshop is presented jointly with the Supply Chain and Manufacturing Practice within Unipart's consulting arm. The workshop is intended to help participants increase the overall effectiveness and efficiency of their manufacturing supply chain. It is applicable for all functions within an organisation that have direct or indirect accountability for the production and delivery of products to customers at the best cost and with minimum inventory.

Course content:

1. Manufacturing Supply Chain Strategy

Manufacturing strategy is based on the twin drivers of customer need and cost-effective supply. Therefore, this session will consider the pro and cons of Make to Stock (MTS) versus Make to Order (MTO) and variants thereof, and make versus buy and off-shoring. The deployment of inventory within the manufacturing supply chain to optimise efficiency will be considered.

2. Measures

The focus here is on the most aggressive of manufacturing measurement – overall equipment effectiveness. This session covers how it should be measured and the steps organisations can take to make improvements in each of the component elements. Other important measures will also be considered, such as velocity, mean time between failure (MTBF) and mean time to recover (MTTR).

3. End-to-End Optimisation

Functional optimisation seldom leads to a world class supply chain. In this session the focus will be on the overall cost to serve and the impact of complexity on costs. Case studies and exercises will show how the best supply chains are built on a combination of appropriate operational excellence and end-to-end optimisation.

4. Insight into our Tools and Techniques

In this final session the focus will be on how we use operational and consulting tools and techniques to help clients deliver operational excellence. This will include: PDM (our project prioritisation process); supply chain optimisation tools; and workplace techniques such as insight stars and inventory aim setting, using our unique stock management system.

Learning outcomes:

Participants will gain an insight into both the high-level overview and the more detailed approaches that will enable participants to address the effectiveness and efficiency of their manufacturing supply chains.

Benefits:

In many enterprises, operational silos that evolve organically with organisational growth represent the core challenge preventing manufacturing businesses from having a holistic view into their operations.

The benefits of creating a dynamic, operationally driven architecture that goes beyond delivering functional efficiency to link business processes together seamlessly are multi-dimensional and include increased customer service levels, decreased costs, predictable compliance and superior overall operational performance.

Who this course is for:

This workshop is designed for:

- Supply chain professionals in manufacturing organisations who are looking for end-to-end supply chain effectiveness and how it links back to manufacturing performance
- Manufacturing managers who need to take both internal and extended supply chain performance into account in planning and executing their manufacturing plan

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue:	Doncaster
Course duration:	One day
Date:	26th June 2012
Fees:	Members: £75 Non-members: £150 (includes one year's Associate membership of IOM)
Event code:	IOM106

Professional
Sector relevance



Unipart Expert Practice

SUPPLY CHAIN MEASUREMENT

Overview:

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?

Course content:

This workshop 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 how to find these measures and how to use systems to support timely decision-making.

Learning outcome:

Learn ways to re-evaluate data collection to allow value-adding decisions to be taken.

Benefits:

- Improve your supply chain network's visibility
- Minimise delays that can result in poor relationships and lost business
- Enhance collaboration
- Reduce costs

STOCK INTEGRITY

Overview:

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 workshop will cover how stock integrity can be improved across the supply chain to enhance customer service and reduce inventory and total operating costs.

Course content:

This workshop 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

Learning outcome:

Understand the importance of stock integrity, particularly within a logistics environment.

Benefits:

Improving stock integrity across the supply chain has multiple benefits. It can enhance customer service, lower total operating costs and reduce inventory.

Who this course is for:

This workshop is aimed at any individuals who use measures in their day-to-day business activity and feel that what they currently use isn't giving the whole picture.

Please note, due to the nature of this workshop, participants from organisations that Unipart deem to be of a competitive nature will not be allowed to attend.

Venue: Doncaster

Course duration: One day

Date: 9th October 2012

Fees: Members: £30
Non-members: £60

Event code: SCF042

Professional
Sector relevance



To achieve the maximum benefits it is crucial to ensure that the stock counting programme chosen meets the needs of the business. This workshop uses focused interactive sessions, together with case studies to identify best practice.

Who this course is for:

This workshop is designed for:

- Stock managers or operations managers who want to understand more about stock
- Practitioners and managers working in logistics and finance

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue: Oxford

Course duration: One day

Dates: 8th November 2011
6th November 2012

Fees: Members: £30
Non-members: £60

Event code: 2011 IOM069
2012 SCF043

Professional
Sector relevance



Unipart Expert Practice

ADVANCES IN INVENTORY MANAGEMENT

Overview:

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 because 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.

Course content:

This workshop is an updated version of an event that Unipart has 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.

Learning outcomes:

- Understand where the greatest opportunities are for improving inventory management
- Share issues, ideas and solutions

Benefits:

- Reduce on-hand inventory, saving money
- Reduce material handling, saving time and money
- Reduce warehouse space needs
- Increase inventory turns

Who this course is for:

This master class is designed for:

- People responsible for planning the deployment of inventory across the supply chain
- Supply chain managers/directors
- Inventory planning managers
- Purchasing managers
- Anyone with experience of the issues involved in implementing effective inventory management

Please note, due to the nature of this workshop, participants from organisations that Unipart deems to be of a competitive nature will not be allowed to attend.

Venue:	Oxford
Course duration:	One day
Dates:	22nd November 2011 20th November 2012
Fees:	Members: £75 Non-members: £150 (includes one year's Associate membership of IOM)
Event code:	2011 IOM063 2012 IOM107

Professional
Sector relevance



RAIL FREIGHT GROUP

Rail freight has a major role to play in reducing the carbon footprint of transport and reducing road congestion. Rail freight consumer traffic has grown for the eighth consecutive year, with a 16.6% increase in the first quarter of 2011 for products such as clothing, furniture, electrical components and food stuff. Rail freight has a key role to play in the low

carbon economy, as rail produces 70% less carbon dioxide emissions than the equivalent road journey.

From: www.freightonrail.org.uk/ColumnJuly2011.htm

DEMYSTIFYING RAIL FREIGHT



Become an informed user of rail freight services

Overview:

Working together, The Rail Freight Group (RFG) and CILT have developed this useful course, which is designed to cut through the complexity of the rail freight sector.

Course content:

This one-day course covers:

- Understanding the context for using rail freight political, carbon, economic
- How the industry is structured and the key players
- Industry capability – now and in the future
- Identifying and realising opportunities
 - Equipment
 - Capability of the network
 - Modal interfaces: terminals, ports and stations
 - Operational aspects
- Understanding cost structures
- Commercial scenarios and risk
 - Partnerships
 - Getting the best deal
- Looking to the future
- Where to go for further independent advice and guidance

Learning outcomes:

Participants will gain a better understanding of the opportunities for moving their goods by rail and the jargon associated with this mode of transport.

Benefits:

Participants will benefit by being able to ask the rail freight service provider the right questions. They will also have a clear understanding of the potential cost and environmental benefits of a modal shift to rail.

Who this course is for:

This course is for freight transport buyers working in retail, manufacturing or third-party service providers who want to investigate the possibility of moving their goods to rail. It will also be relevant to consultants and academics looking to build their knowledge of rail freight.

Venue:	Corby
Course duration:	One day
Dates:	11 October 2011 Other dates will be scheduled during 2012
Fees:	£125 members £150 non-members
Event code:	C250

Professional
Sector relevance

