



Leading Through Excellence and Innovation

AME Conference 2019 . Empowering Change and Transformation

7 & 8 MAY 2019

WILLIAM ANGLISS CONFERENCE CENTRE

MELBOURNE, VICTORIA



Welcome to the *Leading Through Excellence & Innovation Conference 2019*. This year we will explore the most successful best practice methodologies being used by operational excellence practitioners to promote change at all levels of the organisation.

With the theme *Empowering Organisational Change and Transformation, Leading through Excellence and Innovation 2019* will help attendees to:

- Understand how the magic of Lean and other continuous improvement methodologies can radically improve their business, no matter how diverse the application may seem at first glance
- Understand, identify and overcome barriers to change
- Develop new ways of thinking
- Increase the engagement among their teams
- Develop a thriving continuous improvement culture
- Empower their team members to contribute in ways they never thought possible
- Learn how new innovative, intelligent technologies can be used and leveraged by their enterprise today.

AME is a not-for-profit, volunteer based organisation. Our sole purpose is to provide a practical and reliable source of continuous improvement learning. This is your opportunity to connect with key industry leaders and network with like-minded practitioners who are on the journey toward enterprise excellence.

In closing, I would like to say that we are confident that you will find great value for both yourselves and your organisations in this year's conference programme. The AME team, along with our valued sponsors and supporters look forward to meeting with you personally over the next two days. I hope that you enjoy the conference.

Guy Bulmer

AME National President and 2019 Conference Chair

ABOUT THE AME CONFERENCE

The AME is a not-for-profit organisation that prides itself in providing high quality, practical learning opportunities for those individuals and organisations that aspire to the goal of enterprise excellence. At the AME we believe that an exceptionally high standard of business performance can be achieved through the application of a 'Lean Philosophy', one that embraces a continuous improvement mindset across all areas of the business.

As one of Australia's leading industry organisations, the AME, will this year be delivering to you an outstanding conference covering all facets of Operational Excellence. Jam-packed with value, the conference brings together a select group of high calibre international and local speakers, who are all leaders in their profession, and have achieved significant results

or have demonstrated an innovative approach when pursuing their own Lean journey.

An AME Conference provides you with the opportunity to develop new relationships by connecting and learning from the best. You will discover practical ways to apply creative ideas within your own organisation and build, recapture and rejuvenate your company's sense of purpose. You will also benefit by expanding the depth and breadth of your knowledge, sharpen your lean skills, improve your understanding of lean tools and learn how to integrate industry best practice into your organisation. You will learn about best-in-class practices, so that you can compare your experiences to those of the most successful businesses and make sure that your continuous improvement efforts are still on track.

Keynote Speakers

We have gathered world class keynote speakers who will inspire your journey to enterprise excellence.

Practitioner Presentations

We showcase industry leaders who are articulate advocates for change and will present to you how you can achieve the change you seek.

Best Practice Tours

Visit industry leaders' facilities so you can see what really works. We make sure you get to see "hands-on" tools and skills.

Special Interest Sessions

Hear what others are doing, share and learn best practices, ask questions, dig deeper and network with fellow participants.

MAIN TOPICS & VALUE STREAMS

Some of the key topics to be discussed at this conference will be:

- Continuous Improvement
- Purpose-Driven Excellence
- People-Centric Leadership
- Lean
- Innovation
- Change in the Workplace
- Workplace Culture

Value Streams

Conference attendees can choose from practitioner-to-practitioner presentations organised into four value streams

LEADERSHIP DEVELOPMENT

Leadership is the most critical element in an effective transformation. Hear examples from different organisations in a variety of sectors how strong leadership led to successful LEAN enterprise transformation.

PEOPLE AND CULTURE

Hear how to create an environment in which team members find fulfillment and inspiration as engaged participants in their organisation's drive for excellence.

DRIVING TRANSFORMATION THROUGH CONTINUOUS IMPROVEMENT

Learn how to gain the involvement of every team member, through systematic daily improvement to ensure that the desired future state becomes a reality. Examples from across the enterprise will highlight how employee engagement and applying LEAN thinking led to real bottom-line results.

INNOVATION AND FUTURE THINKING

Learn how to radically rethink the way you are currently doing things so that you can aim for a smarter future.

WHAT WILL YOU TAKE OUT OF THIS EVENT?

Learning from the insights of world-class, highly successful practitioners who have been there and done that, you are provided with a trusted source of knowledge that you can rely on to confidently make the changes needed to accelerate growth. The leaner processes are, and the more engaged people are, the more productive you become and the greater your bottom-line success will be. Proven and practical experience is guaranteed at the Leading through Excellence and Innovation Conference.

Venue

The two-day plenary session will be held at the Angliss Conference Centre. Participants are requested to enter at the William Angliss Institute main entrance - Building A, 555 La Trobe Street, Melbourne. Directional signage will provide further information to the Conference Centre on Level 5. The optional events are held at various locations around Melbourne. Refer to the *Optional Events* page in the Program.

Registration Desk

The Registration Desk is located on level 5 at the entrance to the function area at the Angliss Conference Centre. Please direct all enquiries to staff at the desk.

The Registration Desk is open during the following times:

Tuesday 7 May 2019	8:00am – 5:00pm
Wednesday 8 May 2019	8:00am – 4:30pm

Mobile Phones and Pagers

As a courtesy to speakers and other delegates, please ensure that all mobile phones and pagers are switched off during the conference sessions.

Dress Code

The standard of dress for the Conference is smart casual.

Liability

In the event of circumstances beyond the control of AME Conference 2019 and/or the Conference Organisers, no responsibility will be accepted for any losses incurred.

Name Badges

Name badges should be worn at all times during the Conference, as they are required for entry to the sessions. Your name badge can be collected at the registration desk.

Photos

AME may take photographs during this event and may use those photographs for AME's purposes.

Evaluation

Please help us to improve our program by completing the Evaluation Form that will be provided.

Special Dietary Requirements

Delegates with special dietary requirements who have advised the Conference Office **MUST** make themselves known to the serving staff at all refreshment breaks. Delegates who have not previously advised of special dietary requirements should advise the staff at the Registration Desk immediately so that arrangements can be made.

Parking

The Institute does not have any onsite parking facilities for participants. Metered parking is available on La Trobe Street, Little Lonsdale Street and Spencer Street (carefully check parking rules and rates).

Off-street Parking:

Wilson Parking

Southern Cross Corner Spencer and Lonsdale Streets

Melbourne Care Park

Corner of Little Lonsdale Street and Merriman Lane

Melbourne Ace Parking

612 Lonsdale Street

Public Transport

By Tram

The number 24, number 30 trams and the free City Circle tram stop right outside the Institute's Building A main entrance at 555 La Trobe Street.

By Train

William Angliss Institute is a short distance from both Flagstaff train station and Southern Cross train station.

Cancellations/Refunds

Please note that no refunds will be issued by the Conference Office for any site tours and/or registration pre-booked or booked on-site at the Conference.

Monday 6 May 2019

Lean 101 Lego Simulation

TIME: 8.45am for 9.00am start – 1.00pm
LOCATION: Australian Red Cross Blood Service
 100 - 154 Batman Street
 West Melbourne VIC 3003

Australian Red Cross Blood Service Plant Tour

TIME: 1.00pm - 4.30pm
LOCATION: Australian Red Cross Blood Service
 100 - 154 Batman Street
 West Melbourne VIC 3003

Conference Welcome Dinner

TIME: 6.30pm – 9.30pm
LOCATION: Angliss Restaurant
 550 Little Lonsdale Street
 Melbourne VIC 3000

Thursday 9 May 2019

TWI Kata Simulation

TIME: 8.15am for 8.30am start - 1.00pm
LOCATION: Angliss Conference Centre
 Level 5 / 555 La Trobe Street
 Melbourne VIC 3000

Daily Management Workshop

TIME: 8.30am for 9.00am start – 3.00pm
LOCATION: Note Printing Australia
 1/9 Potter Street
 Craigieburn VIC 3064

Bosch Australia Plant Tour

TIME: 2.00pm - 4.30pm
LOCATION: Bosch Australia
 1555 Centre Road
 Clayton, VIC 3168



TUESDAY 7 MAY 2019

08.00 AM	REGISTRATION / ARRIVAL TEA AND COFFEE
08.30 AM	OPENING REMARKS Barry McCarthy AME Australia Conference Chairperson
08.40 AM	WELCOME TO THE CONFERENCE Guy Bulmer National President, AME Australia
08.45 AM	SPEAKER PRESENTATION <i>Lean is Simple, Lean is Fun</i> Paul Akers President of FastCap & Author of 2 Second Lean (USA)
09.45 AM	ON THE COUCH with Paul Akers
10.15 AM	MORNING REFRESHMENT & NETWORKING includes Paul Akers Book Signing
10.45 AM	SPEAKER PRESENTATION <i>Realising a Challenging Goal through Teamwork and Lean Thinking</i> David Fargier OSA Operations Manager at Fisher & Paykel Healthcare, New Zealand Matthew Rogacion OSA Continuous Improvement Manager at Fisher & Paykel Healthcare, New Zealand
11.25 AM	SPEAKER PRESENTATION <i>Building Lean Ghetto's – Positive Spaces within an Ambivalent or Hostile Organisational Culture</i> Michael Schembri Head of Corporate Services at Fuji Xerox Australia
12.05 PM	SPEAKER PRESENTATION <i>Empowering People to Push Boundaries in a World That's Not Flat – Our Magic Story</i> Jill Barnett General Manager at Magic Mobility
12.45 PM	LUNCH
01.30 PM	SPONSOR ADDRESS <i>Technologies Making Life Easier for SME's</i> Paul Mason Technology Advisor, Deloitte Australia
01.40 PM	SPEAKER PRESENTATION <i>Scaling up Operational Excellence in a Large Organisation in a Fast-moving World</i> Tania Montesin Former Head of Operational Excellence, Supply Chain at Woolworths Group
02.20 PM	SPEAKER PRESENTATION <i>Lean Management in the Digital Age</i> Michelle Lue-Reid General Manager, Store Transformation at Coles Group
3.00 PM	AFTERNOON REFRESHMENT & NETWORKING
03.30 PM	SPEAKER PRESENTATION <i>The Art of Excellence: How to Execute</i> Billy Taylor Director of Manufacturing at Goodyear Tire & Rubber Company (USA)
04.30 PM	ON THE COUCH with Billy Taylor
04.40 PM	JIM WATKINS AWARD
04.50 PM	CLOSING REMARKS Barry McCarthy AME Australia Conference Chairperson
05.00 PM	NETWORKING DRINKS
06.00 PM	CLOSE OF DAY ONE



PAUL AKERS

Founder and President of FastCap and author of *2 Second Lean*

Paul Akers is founder and president of FastCap LLC, based in Ferndale, WA. FastCap is an international product development company founded in 1997 with over 2000 distributors worldwide. Born and raised in Southern California, Paul was drawn towards excellence and high standards from an early age. At the age of 15, he built his own guitar and earned the attention of guitar designer Bob Taylor, who mentored and eventually put him to work for Taylor Guitars. As a true American innovator, Taylor made a lasting impression on Paul, where he was part of building over 2000 world class musical instruments.

Paul catapulted into the business world when his knack for problem solving led to an invention and eventually to his own manufacturing business that started in his garage. Through a series of twists and turns, he discovered lean and the Toyota Production System (TPS) which helped to launch his business from the garage into the successful international product development company known as FastCap. Using Lean, his company has prospered and expanded even in times of economic downturn. He has never had to lay off an employee, nor cut one salary and currently offers the highest entry level pay for any business in the region.

Paul has thousands of followers of his weekly broadcast, *The American Innovator*, where he teaches about the power of innovation and lean thinking. He also shares his insights and observations, along with staggering photography/videography from his travels and adventures around the world.

In 2010, Paul ran for the U.S. Senate in Washington State on a lean platform of transforming government by empowering people. After the election, he has continued to work with various government agencies teaching them lean thinking and helping them create a lean culture in government organisations throughout the country.

paulakers.net

fastcap.com



BILLY TAYLOR

Director of Manufacturing
Goodyear Tire & Rubber Company

Billy Taylor is the director of manufacturing at Goodyear Tire & Rubber Company. He brings more than 25 years of experience in all phases of operations, management and leadership. He has a track record of improving production efficiency and building employee engagement at all levels of an organization.

Billy has been called upon by universities, international conferences, global publications and the U.S. Army to demonstrate practical examples of how to drive and sustain effective results through embracing your culture and enabling employee ownership. He is a disciple of continuous improvement processes and a certified Six Sigma Black Belt business leader.

Since joining Goodyear in 1989, Billy has progressed through a series of leadership positions. He has served as plant director for both union and non-union facilities, leading lean transformations in Goodyear’s largest and most complex tire-producing sites.

A servant leader, Billy is a member of the executive advisory board for the Shingo Institute, Utah State University Jon M. Huntsman School of Business. He is currently chairman of the board for the Goodyear Good Government Fund and serves on the executive board of Saint Vincent-Saint Mary High School. He earned his MBA from Baker University and a Bachelor of Science degree in electrical engineering from Prairie View A&M University.

goodyear.com



Matthew Rogacion
OSA Continuous Improvement Manager
Fisher & Paykel Healthcare Limited



David Fargier
OSA Operations Manager
Fisher & Paykel Healthcare Limited

Realising a Challenging Goal through Teamwork and Lean Thinking

Matthew has been practicing and implementing changes using TPS / Lean Manufacturing methodologies since 2008. He gained his knowledge through his 8-year experience working for Toyota Motor both in the Philippines and in Japan. He moved to Auckland in 2011 to help establish the Continuous Improvement culture at Fisher and Paykel Healthcare for the Respiratory and Acute Care business group and has since moved to spread the knowledge to the Obstructive Sleep Apnoea business group.

Some of his early achievements include:

- Improve and change the information, material and manpower flow for 14 Toyota vendors as a pilot of TPS implementation
- Develop and support the implementation of standard work within 23 production lines in F&PHC
- Help improve the inventory levels across RAC business.
- Improve, develop and implement the kaizen process across both businesses

- Coach teams in day-to-day Lean methodology approach.

David has been growing in the world of industrial operations being committed to the Medical Devices and Pharmaceutical Industries for more than 20 years. He has always been working for leading companies such as Becton Dickinson (BD), Catalent Pharma Solutions and Fisher & Paykel Healthcare. Fluent in French, English and Spanish, he has developed an international experience being an expatriate in Canada, in Mexico and to date in New Zealand.

Manufacturing expert, he has been exposed to Operational Excellence through 6Sigma and Lean thinking from the beginning of his career, becoming one of the BD's Lean leaders and reaching plant management responsibilities at Catalent Pharma Solutions and Fisher & Paykel Healthcare.

Embedding cultural changes to achieve state of the art performance and deliver durable results has always been his professional focus.

Presentation Overview

The overmoulding team's journey on how to overcome challenges and how different functions broke the barriers of working within their silo and started working as one team to achieve business needs.

What Attendees Will Learn

Key learnings will be around the power of a shared, challenging and SMART goal and how low-tech high-touch solutions can achieve incredible results while creating a virtuous culture of continuous improvement.

fphcare.com/nz



Michael Schembri
Head of Corporate Services
Fuji Xerox Australia

Building Lean Ghetto's – Positive Spaces within an Ambivalent or Hostile Organisational Culture

Mike is the CIO of Fuji Xerox Australia, with 20+ years' experience growing people and teams in IT, Professional Service and Operations within organisations ranging from technology start ups to multinational corporations. He and his team 'discovered' Lean when they began to experience issues trying to scale Agile for operations.

Presentation Overview

Unless you are the Managing Director, your decision to follow a 'Lean' path will at best be 'somewhat aligned' with your organisations prevailing culture and values (at worst it will be in direct contravention to them!). Can Lean Management add value to an organisation or sub sections of an organisation when the value of Lean Management is not recognised by that organisation? i.e. *Can Lean Management succeed without Executive support?* Mike believes it can!

He has seen leaders create 'positive ghettos' within prevailing organisational cultures. If a ghetto is defined as '...an area of a city (or organisation), occupied by a minority group.', a positive ghetto is where this occupied space is better than the wider area it is located within.

Mike will share his teams' story, lessons learned and some sage advice on advancing Lean Management in IT and Billing divisions within wider organisations that are ambivalent and sometimes even hostile.

What Attendees Will Learn

Attendees will learn how Mike and his team created their own 'Positive Ghettos' (i.e. positive spaces) in the face of organisational inertia/resistance improving customer value. Attendees can utilise these learnings to develop their own plans to implement Lean management within their own sub sections of organisations.

fujixerox.com.au



Jill Barnett

General Manager
Magic Mobility

Empowering People to Push Boundaries in a World That's Not Flat. Our Magic Story.

Jill has found her calling. Her True North is aligned to Magic Mobility's: To empower people to push boundaries to experience a World (life) that's not flat (physically and emotionally). She has dedicated the last 8 years to transforming Magic Mobility from a family business into a serious global player.

Presentation Overview

From humble beginnings as an apprentice in a wheelchair factory, Ashley Daff observed that all wheelchairs were made for indoor use and pathways. This jarred with his values and zest for life. With his maverick style, empathy and mechanical drive he decided to design wheelchairs for people: people with real lives and real needs. He tantalised clients

into a world outdoors they could only aspire to. Magic Mobility began in 1994 and the company quickly grew from local sales to an export market. In 2010 it was time for a transformation from four "managers", twenty "staff" and three site locations into a consolidated HQ from which it could be scaled. Jill joined Magic Mobility as GM following a Global Corporate career. The goal was simple: "De-Ash the business" (remove the tacit knowledge). She created a shared language so that Magic could articulate who they serve and how.

What Attendees Will Learn

- How to identify true lean leadership, the heart and soul of Magic's Magic
- Identifying, articulating and following your True North
- Transforming a family owned business into a Global Enterprise

magicmobility.com.au



Paul Mason

Technology Advisor,
Deloitte Australia

Technologies Making Life Easier for SME's

Paul has extensive experience in software, hardware and systems engineering and has led the development of market-leading products at home and abroad. Paul has founded successful e-commerce businesses that

specialise in tech products and now helps other SMEs to leverage transformative technologies to improve their products, processes and services.

Presentation Overview

There are a wealth of technologies available to SMEs that can help to improve their products, processes and services.

This presentation provides an overview of some of the technologies and tools which can be used along the lean journey to minimise waste and lift business competitiveness.

business.gov.au/assistance



Tania Montesin
Formerly Head of
Operational Excellence
Woolworths Group

Scaling up Operational Excellence in a Large Organisation in a Fast-moving World.

Tania is an innovative Value Chain and Supply Chain Optimisation Executive who creates and delivers sustainable strategies by developing internal capability while leveraging industry and supplier collaboration. She brings together commercial requirements, process and systems and people capability to help organisations succeed by drawing on her extensive experience across FMCG, building and construction and chemical industries. She is an accomplished leader, mentor and coach and enjoys building highly effective and engaged teams. Tania applies a focused agile approach to achieve strategic goals with a future mindset encompassing cross-functional and individual employee contributions.

Presentation Overview

The importance of operational excellence principles remains fundamental to building a responsive business in an era of rapid technology change.

How to apply it to large organisations who have experienced lean before has even more considerations. What are the challenges of implementation on a large scale, where results are expected quickly?

What Attendees Will Learn

- Ever increasing importance of continuous improvement and lean foundations.
- Applying operational excellence effectively in large organisations.
- Applying lean in traditional manufacturing, logistics and in advanced automated environments.



Michelle Lue-Reid
General Manager,
Store Transformation
Coles

Lean Management in the Digital Age

Michelle Lue-Reid is General Manager, Transformation for Coles. She is responsible for leading and managing significant strategic and multi-business change programs across Coles Supermarkets in Australia. Previously, Michelle held senior executive and management roles in financial services, airline, and management consultancy sectors. Michelle is a Certified Master Black Belt, a Shingo Prize examiner for operational excellence, and a licensed Professional Engineer (in Ontario, Canada). She is passionate about taking on challenges that matter to customers and colleagues

Presentation Overview

The Digital Age presents unique opportunities and challenges for organisations.

Digital technologies undoubtedly provide huge opportunities and levers for improvement. However, organisations that install these digital solutions without considering the value stream holistically, run the risk of failure.

Learn how lean fits into this new reality and how it can play an active role in the success of your digital transformation alongside agile, design thinking, etc.

What Attendees Will Learn

Whether the opportunity is in the beginning, middle or end of a particular value stream, you will learn how some organisations' digital transformations were supported by powerful and practical use of:

- Lean principles (includes the Shingo model for operational excellence)
- Design thinking
- Agile development practices
- Process-centric technologies

For example, adopting and judiciously using these principles:

- Makes it much easier to identify the right areas and the levers to make changes
- Creates customer centricity by identifying what they value and the flows of value creation
- Builds management systems so that value is delivered consistently
- Encourages continuous improvement

WEDNESDAY 8 MAY 2019

08.00 AM **REGISTRATION / ARRIVAL TEA AND COFFEE**

08.30 AM **OPENING REMARKS** Barry McCarthy AME Australia Conference Chairperson

08.45 AM **INTERACTIVE SESSIONS**

CONCURRENT SESSIONS

How to Empower your People through 2 Second Lean
Andrew Smith
Director,
Value Added

ROOM: FLAGSTAFF 1

High-Impact Coaching for Sustainable Organisational Change
Barry McCarthy
Explicador,
ProtypoNous

ROOM: FLAGSTAFF 2

Kata in the Classroom
Oscar Roche
Director,
TWI Institute

ROOM: DOCKLANDS 1

Cultivate High-quality Connections to Better Collaborate, Cope and Create Positive Change
Marcia Ryan Director,
Wellbeing Works

ROOM: DOCKLANDS 2

PART 1
Future Map: Future-proofing Australian Manufacturing SME's.
David Chuter
CEO, Innovative
Manufacturing CRC

NOTE: This is a 3 hour workshop that runs over both Interactive Sessions

10.15 AM **MORNING REFRESHMENT & NETWORKING**

10.45 AM **INTERACTIVE SESSIONS**

CONCURRENT SESSIONS

Connections: Team Based PDCA Problem Solving
Tim Odokeychuk
Victorian Chair,
Lean Construction
Institute Australia

ROOM: FLAGSTAFF 1

The Power of Leader Standard Work
Barry McCarthy
Explicador,
ProtypoNous

ROOM: FLAGSTAFF 2

The People Side of Lean
Errol Benvie
Principal Director,
Wisdom Lab

ROOM: DOCKLANDS 1

Operational Excellence in the Industry 4.0 Era
Ishan Galapathy
Capability Unlimited
Betsy Kuo
Sealed Air Smart
Factories
James Magee
Operations Feedback
Systems
Ming Dong
Minitab

ROOM: DOCKLANDS 2

PART 2
Future Map: Future-proofing Australian Manufacturing SME's.
David Chuter
CEO, Innovative
Manufacturing CRC

Please bring a fully charged laptop or device (tablet, phone) that is WIFI enabled

ROOM: CLASSROOM

12.15 PM **LUNCH**

01.00 PM **LEAN IN ACTION – AUSTRALIAN CASE STUDIES**

CONCURRENT SESSIONS

PEOPLE AND CULTURE

LEADERSHIP DEVELOPMENT

Fostering a Respectful Workplace. A Foundation for Cultural and Service Transformation
Louise Palmer
Chief Experience Officer, Dental Health Services Victoria

A Team Based Approach to Culture Development
Simon Flack
Business Improvement Manager, Darwalla Group

ROOM: FLAGSTAFF

I'm the Best Boss Ever Just Ask Me
Jamie Gooding
HR Business Partner, Boeing

Frontline Leadership Development – How to Help your People find their Leadership Identity
Anne Koopmann-Schmidt
Head of Quality, Bombardier

ROOM: DOCKLANDS

2.30 PM **AFTERNOON REFRESHMENT & NETWORKING**

03.00 PM **LEAN IN ACTION – AUSTRALIAN CASE STUDIES**

DRIVING TRANSFORMATION THROUGH CONTINUOUS IMPROVEMENT

Integrating Lean Principles into Digital Transformation
Michael Fromberg Director, Corporate Development at Knox City Council

Embedding a Lean Culture throughout the Blood Service
Mitra Burns National Lean Manager, Australian Red Cross Blood Service

ROOM: FLAGSTAFF

04.30 PM **CLOSING REMARKS** Barry McCarthy AME Australia Conference Chairperson

04.45 PM **CLOSE OF CONFERENCE**

INTERACTIVE SESSION

HOW TO EMPOWER YOUR PEOPLE THROUGH 2 SECOND LEAN

This session will focus on the achievements that NZWindows and Andrew experienced since implementing 2 Second Lean as their main focus of their Continuous Improvement Journey.

Andrew will demonstrate some of the tools which they used to create the greatest impact on adding value to their team. He will show some of the results they received and the power that following the 3 pillars of Lean had on their day to day operation. Andrew will provide some key take away that you can use tomorrow to have an impact on your work and home life. Finally, he will provide an opportunity to have an open floor discussion about how you think 2 Second Lean would work in your business.

What Attendees Will Learn

- Learning about the power of having fun
- Seeing how following the 3 pillars of 2 Second Lean can create an amazing culture
- See firsthand what 2 Second Lean improvements look like
- See how quickly videoing the improvements was embraced and the impact on the team this had
- Understand the power Lean has on your own personal life.



Andrew Smith
Director
Value Added

Andrew Smith is a Lean practitioner who began his Lean journey in the Rotorua Aquatic Centre and saw that lean is more than just a set of tools. It is all about respect for people and about celebrating their ideas and willingness to change. Employing this belief he then successfully implemented the Lean program in a Window Fabrication company in Tauranga, NZ. During a busy growth period over 4 years which saw staff levels increase from 80 to over 200, NZWindows implemented Lean across all areas of the business, including nearly 1,000 improvement videos loaded on to YouTube.

Andrew's true passion for Lean was discovered after reading the book 2 Second Lean by Paul Akers. He began understanding the amount of waste we have all around us and realised that by fixing what bugs you, you not only change your working environment but also experience life-changing impacts in your personal one.

Andrew is now travelling around New Zealand spreading the word about the power that Lean can have in your day to day life. With his family and a 10-meter caravan in tow, Andrew is creating an e-learning platform to share the power of Lean to as many people as possible.

INTERACTIVE SESSION

HIGH IMPACT COACHING FOR SUSTAINABLE ORGANIZATIONAL CHANGE

It has become evident that coaching is a critical success factor for achieving lean transformation and continuous improvement. The ultimate goal of lean coaching is to enable people to reach their potential, thus optimising their own performance and the value they add to the organisation. In the coaching role, leaders are asking powerful questions rather than giving specific advice or answers. Effective coaches learn how to help a person discover answers to facilitate their own learning and development. When leaders learn and practice lean coaching, a culture of continuous improvement becomes pervasive and long-lasting. This workshop ensures empathy, heart and purpose is right at the centre of Lean, and gives practitioners a turbo boost to improve performance. By equipping them with coaching skills that perfectly complement what they are already doing, both Lean practitioners and their teams feel more empowered, more engaged and able to do more with less.



Barry McCarthy
Explicador
ProtypoNous

Barry McCarthy has a wealth of knowledge in the field of operational excellence. Barry is a recent graduate of the Toyota Production System, but will always be a student. Experiencing the rhythmic production lines of Australia, Thailand, Indonesia, Kentucky, and of course Japan at its heart, has been meaningful work. Barry specialises in the implementation of integrated systems and routines; always respecting human resource development. He has implemented company-wide: Hoshin Kanri, Toyota Business Practices, On-job-development, Leadership Development, and the Toyota Way. At the shop floor level: Management, Engineering, and Logistics Development Systems, Jishuken, Standardised work, A3, and PDCA. He worked in the Toyota Institute, Manufacturing Organisational Planning and Development, and the TPS office within Toyota.

INTERACTIVE SESSION

KATA IN THE CLASSROOM

Participate in hands-on Kata training to gain a deep understanding of how you can experiment your way forward instead of having to decide your way forward. Oscar Roche from the TWI Institute will run a hands-on exercise that introduces the scientific-thinking pattern of the Improvement Kata. After this session, you will be able to run and use the exercise yourself.

Scientific thinking is a basis for creativity and successfully pursuing seemingly unattainable goals. The Improvement Kata (IK) is a four-step scientific striving pattern that is practiced in many business organizations. It makes scientific thinking a teachable skill anyone can learn. The Kata in the Classroom exercise (KiC) has participants go through each step of the Improvement Kata pattern in a hands-on activity. Participants work in teams on a number of self-generated iterations to complete a small puzzle. Participants follow the Improvement Kata pattern to (1) face a challenge, (2) measure where they are, (3) establish a next goal and (4) experiment toward that goal in three-minute rounds.



Oscar Roche

Director
Training Within Industry Institute and
Visual Workplace Australasia

Oscar Roche has worked in operations management with Fonterra, Golden Circle and Mildura Fruit Juices. He started his own business in 2000, focused on building the capability of people in reaching operational goals. Roche was trained by the TWI Institute in 2010 and has facilitated application of TWI skills with South Australian Health, DeBortoli Wines, Tatura Milk Industries, Warburn Estate, Vitasoy Australia, McWilliams Wines and others. The basic leadership of skills, JI ad JR in particular, are a foundation to most improvement projects that he facilitates across all industries or businesses.

INTERACTIVE SESSION

CULTIVATE HIGH-QUALITY CONNECTIONS TO BETTER COLLABORATE, COPE AND CREATE POSITIVE CHANGE

The quality of our daily interactions with work colleagues determines how fast and how well we collaborate and cope with conflict and challenges. With little time and resources, how can leaders rapidly strengthen relationships in teams that are key to creating positive change?

This workshop introduces strategies to build high-quality connections (HQCs) – interactions with others that give greater energy and capability for action to get things done. You will learn and practice four key tactics to super charge your interactions - to be more trusting, respectful, helpful and playful together. Use the takeaway tool to embed these tactics at your workplace. If you want you and colleagues to become more resilient, more open to accept new ideas, more collaborative and engaged, then come and learn how to create and cultivate HQCs.

What Attendees Will Learn

- How high-quality and low-quality interactions impact people and performance
- What a high-quality connection looks like and why we need more of them
- Four ways to boost the quality of your connection with others
- Practical tactics to create positive change across your organisation
- To diagnose team issues and choose the best tactic to take
- How to embed these practices back at work and be a positive leader



Marcia Ryan

Director
Wellbeing Works

Marcia Ryan, Founder of Wellbeing Works, is an engaging and experienced trainer, with over two decades of Organisational Development experience, working with organisations to build capability in leaders and teams to perform at their peak. Marcia designs and delivers wellbeing and resiliency training programs, provides positive leadership coaching and can advise how to implement strength-based initiatives in organisations to embrace change and create thriving teams to optimise performance.

INTERACTIVE SESSION

FUTURE MAP – FUTURE-PROOFING AUSTRALIAN MANUFACTURING SME'S

Please bring a fully charged laptop or device (tablet, phone) that is WIFI enabled.

NOTE: This is a 3 hour workshop run in 2 parts. Participants will need to attend both sessions.

Competing in today's increasingly digitalised world and winning in the fourth industrial revolution requires global context and market access, entrepreneurial leadership, a culture of innovation and the adoption of new emerging technologies. But above all, it requires a different set of thinking.

Whether you are new to digital manufacturing or well on the journey, the futuremap workshop will give you valuable insights into the current state of your business and then have you consider where you aspire to be, and by when.

Interactive and packed with industry examples, the workshop is intended specifically for you if you are a manufacturing business owner or senior executive (e.g. General manager) to help you:

- think differently about the opportunities and challenges of digital manufacturing;
- map the current state of your business with respect to capabilities and characteristics vital for future competitiveness and success, and compare this to where you aspire to be in two years from now;
- understand the primary gaps between your current state and your aspirations, to assist you to develop your key areas of focus and potential investment;
- understand where assistance may be sought to help you on your transition to digital manufacturing.

Prepare to be inspired, learn, and grow as you spend the workshop assessing and mapping your business' manufacturing capabilities and characteristics using futuremap, a business diagnostic tool developed by IMCRC, and deployed in collaboration the Entrepreneurs' Programme and industry partners.



David Chuter
CEO
IMCRC

David Chuter is CEO and Managing Director at the Innovative Manufacturing CRC (IMCRC). David is an experienced senior executive with a strong industry record in leading strategic business growth, operational management and change in the manufacturing sector.

He is passionate about local industry and creating a stronger platform for the wider Australian manufacturing sector through catalysing investment in innovation, collaboration and competitiveness. David is approaching three decades of international manufacturing experience, with much of this experience gained in the global automotive industry. David is a member of Australia's Industry 4.0 Advanced Manufacturing Forum, responsible for the innovation and research work stream. He is a Director of the CRC Association and a Member of the Australian Institute of Company Directors. David joined IMCRC in June 2016.

INTERACTIVE SESSION

CONNECTIONS - PDCA PROBLEM SOLVING

CONNECTIONS is a hands-on simulation designed to create team-based problem-solving at a transformative level for organisations of all types and sizes no matter where they are on their journey. Using an iterative Plan Do Check Act methodology, Teams will transform their value stream using Strategic Policy Deployment and People Alignment, Process Re-design and the Application of Technology improving the Customer Journey to win. Put on your hardhat and hi-vis and come along to this exciting learning-through-doing session to make new connections!



Tim Odokeychuk
Victorian Chair
Lean Construction Institute Australia

Tim is an experienced business improvement professional who cares deeply about challenging the status-quo in pursuit of business excellence and sustainable growth. With extensive end-to-end experience using proven continuous improvement, innovation and organisational development methodologies, Tim is as proficient as he is passionate. Spending nearly all of his career with a global industry leader, Tim has facilitated improvement projects in over 25 independent operations resulting in millions of dollars in savings and increased levels of quality, safety and customer satisfaction. Tim holds a leading professional certification, ASQ Certified Manager of Quality / Organizational Excellence, demonstrating his knowledge, proven application and operational excellence leadership abilities to a global standard.

INTERACTIVE SESSION

THE POWER OF LEADER STANDARD WORK

For lean companies, leader standard work changes the focus of managers and employees from being the primary problem solvers to building the problem-solving muscle of their organisation. Leader standard work is part of the infrastructure of a lean management system that includes: Pursuit of True North, standardised work, visual management, people development, and accountability systems. Leader Standard Work involves daily team reflection, walking the gemba (the place where value is added), observing abnormalities, asking questions, and supporting people in the improvement process. This workshop will highlight these key elements.



Barry McCarthy

Explicador
ProtypoNous

Barry McCarthy has a wealth of knowledge in the field of operational excellence. Barry is a recent graduate of the Toyota Production System, but will always be a student. Experiencing the rhythmic production lines of Australia, Thailand, Indonesia, Kentucky, and of course Japan at its heart, has been meaningful work. Barry specialises in the implementation of integrated systems and routines; always respecting human resource development. He has implemented company-wide: Hoshin Kanri, Toyota Business Practices, On-job-development, Leadership Development, and the Toyota Way. At the shop floor level: Management, Engineering, and Logistics Development Systems, Jishuken, Standardised work, A3, and PDCA. He worked in the Toyota Institute, Manufacturing Organisational Planning and Development, and the TPS office within Toyota.

INTERACTIVE SESSION

THE PEOPLE SIDE OF LEAN

Lean is fundamentally a human technology which must be encoded into the human brain through learning and only then can someone deliver Lean Excellence. Trouble is humans have evolved via an Apprenticeship to Mastery model and so Excellence is deceptively harder than we've expected. Then if people are materially different across the world, surely not everyone can do Excellence at the same pace so what are the inherent differences in people which make them more or less suited to delivering Lean?

The seminar will explore human nature from a Lean perspective.

What Attendees Will Learn

Attendees will:

- understand how people learn and think and recognise how different people might be more or less suited to being a great Lean deliverer.
- understand and appreciate Lean itself differently through a human nature perspective.
- appreciate how Lean remains suboptimal until the Humanity of Lean can be optimised.



Errol Benvie

Principal Director
Wisdom Lab

Errol brings a vast practical wisdom from combining the lived experience of a CEO level business career with over a decade as a scholar/practitioner in the Humanities. In the complexity of modern organisations, he believes leaders are not short on skills or intellect; they are short on different choices. Errol has a deep passion for making Lean work where it is most challenging in the middle management of Western organisations.



INTERACTIVE SESSION

OPERATIONAL EXCELLENCE IN THE INDUSTRY 4.0 ERA PANEL DISCUSSION

To help Australian manufacturing survive we must overcome challenges and limitations of both technological issues (such as the application of Industry 4.0 technologies) and soft-skills of individuals and teams to solve the right problems at the right time. Our panel will explore the theme *Operational Excellence in the Industry 4.0 Era*. Our three thought leaders will share their journeys, challenges and advice in a facilitated and interactive discussion.

MODERATOR:

Ishan Galapathy

Director, Capability Unlimited

Ishan has a wealth of knowledge in the field of Operational Excellence, working across six countries for nearly two decades, including companies such as Kellogg's and Campbell Arnotts. Ishan is an industry expert in Operational Excellence, a speaker and an author.

PANELISTS:

Betsy Kuo

Executive Director, ANZ Supply Chain and APAC Engineering, Global Leader SMART Factory at Sealed Air

Betsy has been with Sealed Air since 1991. She started in Duncan, South Carolina headquarters in RD&E after completing a Masters degree in Chemical Engineering at Georgia Tech. A secondment to Fawkner, Australia in 1995 led to permanent residency and a succession of roles, including Marketing Manager, Technical Manager, Operations Manager, Multi-Plant Manager, and more recently Operational Excellence and Sustainability Director for APAC. She has a demonstrated track record of delivering on complex projects and getting Food Care and Product Care plants stabilised and on a Continuous Improvement path with a combination of positive leadership, systems, and metrics. Betsy is passionate about Operational Excellence, Business Process Simplification, and Sustainability. She believes work should be challenging and fun for everyone. Her greatest satisfaction comes from helping teams succeed and learn. Betsy will present on SMART factories for the people.

James Magee

CEO, Operations Feedback Systems

James Magee is the Chief Executive Officer of Operations Feedback Systems, a company that strives to help manufacturers make better decisions. Prior to his role as CEO, James worked as the Global Sales Director for OFS, expanding the organisations operations into eight countries. With over 15 years of experience in the manufacturing industry, Mr Magee has sighted over 500 factories in multiple vertical industries and strongly believes that people and processes are the key to manufacturing efficiency.

OFS (Operations Feedback Systems), founded in Australia in 2006, is a software solutions company committed to empowering manufacturers with the tools they need to drive sustained operational excellence. The OFS software solution delivers key insights by integrating real-time manufacturing data, operator input, digitized forms and workflows. This enables manufacturers to make better decisions, leading to improved overall operational efficiency, reduced waste and increased profits.

Ming Dong

Technical Training Specialist at Minitab

Ming is one of only a handful of practitioners across the Asia-Pacific Region to be a certified trainer for Minitab's flagship product, Minitab Statistical Software. The training certification process is the culmination of years of statistical training with real-life application of data analysis in the industry. Ming's formal qualifications include an undergraduate degree in Industrial Engineering Management, a Masters of Computer Science from the University of New South Wales, and a Masters of Applied Statistics from Macquarie University. Ming has a unique and profound understanding of the application of statistics in the business world. In addition, Ming has broad business development experience, developed through his work in senior technical roles for large organisations such as Toshiba, OzEmail and National Computing Systems Singapore. His extensive business development and industry experience are the reason why Ming has been engaged by some of the world's largest mining, banking, and medical devices companies, to provide consulting services in the application of data analysis". Ming will discuss smart tools to manage and analyse your improvement projects, and apply machine learning techniques to understand patterns in production lines.

PEOPLE AND CULTURE



Louise Palmer

Chief Experience Officer
Dental Health Services Victoria

Fostering a Respectful Workplace: a Foundation for Cultural and Service Transformation

Louise Palmer has significant senior and executive management experience including the tertiary education sector. She has particular expertise in areas of co-designing, leadership and management, strategy and culture, workforce learning and development, organisational design and innovation, including Lean people systems and processes.

Louise Palmer, as part of her role at Dental Health Services Victoria (DHSV) leads projects that involves partnership, engagement and collaboration with communities and consumers to co-design healthcare that enhances consumer and employee wellbeing and experience. She is responsible for identifying, recommending, leading and driving key cultural and structural change projects across DHSV in relation to healthcare transformation.

Presentation Overview

In June 2016, following extensive stakeholder consultation, Dental Health Services Victoria published its Strategic Plan for 2016 – 2021 which was grounded in a commitment to transform public oral health services in Victoria. The plan sought to drive transformation across the following strategic themes:

- Improve health outcomes
- Improve the experience
- Be global leaders with our local partners
- Be a great place to work and a great organisation to work with

To achieve the envisioned transformation it was recognised that a program of cultural disruption was required that would be underpinned by a commitment to fostering a respectful workplace culture.

The Respectful Workplace initiative involved implementation of a framework that is: underpinned by principles of equity, diversity, inclusion, flexibility, wellbeing and safety; enacted through core values of respect, accountability, collaboration & transformation; embedded through our people systems & processes; and realised through leadership, and employee engagement.

While our journey to cultural transformation continues, there is strong commitment throughout the organisation to building a respectful workplace. Notably staff are increasingly 'stepping up and standing out' in holding themselves and others accountable for living our values and behaviours enabled by supportive leadership, systems and processes.

What Attendees Will Learn

The learning to date from this initiative include the importance of broad consultation with staff and other key stakeholders in identifying action based core organisational values; and articulating the above and below the line behaviours related to each value.

Ensuring the cultural change program:

- proceeds from a base of guiding principles that are articulated and well understood by all stakeholders
- is supported by relevant and inspiring cultural artefacts and an ongoing program of learning and development
- embeds and makes explicit the principles and values across the people value stream and within organisational systems and processes
- provides a workplace environment that supports psychosocial safety and engages staff through purposeful co-design and co-creation initiatives
- is lead through supportive leadership, from the Board to frontline managers, modelling the values and behaviours

dhsv.org.au



Simon Flack

Business Improvement Manager
Darwalla Group

A Team Based Approach to Culture Development

Simon's interest in continuous improvement was sparked during his 21 year career with the RAAF. He completed his Master of Business Administration whilst he was part of the Air Force Improvement Team, before joining Rio Tinto as the Lean Improvement Specialist in the coal division. He consulted

to Chevron and Conoco Phillips whilst being part of the Canadian based RLG International, before joining Darwalla as the Business Improvement Manager in 2017.

Preseation Overview

At Darwalla we grow.....

This is our mantra, and we grow quality chickens, our business, our customers business, but most importantly we grow our people!

This is the story of Darwalla’s developing CI culture that started, as like many organisations, with a tool focus without the appropriate resourcing or consideration to the cultural change required for a successful transformation.

Once they realised the need for engagement and alignment of the business strategy, and resourcing of the program, they gained the momentum for their program.

Today their CI culture is developing, they have a cascading strategy and monitor their team based KPIs on visual performance boards. They have a successful staff development program, which led them to being awarded the Australian Training Award for Medium Businesses in 2017, and a portfolio of improvement activity resulting in improved performance and profit.

What Attendees Will Learn

Attendees will learn the critical elements for developing a culture of continuous improvement, particularly the conversion of strategy to action through a team-based approach as was discovered through the journey that Darwalla has been on.

darwalla.com.au



LEADERSHIP DEVELOPMENT



Jamie Gooding
Chief of Staff
Boeing Phantom Works

I'M THE BEST BOSS EVER, JUST ASK ME!

Jamie is currently the Chief of Staff for the Phantom Works team based in Melbourne. Jamie graduated with a Bachelor of Chemical Engineering (Honours) from the University of Melbourne in 1996. Jamie has 24 years of manufacturing industry experience the majority in the FMCG industry with Nestle. The majority of Jamie's career has been spent in frontline supervisory roles such as Production Supervisor and Production Manager. During his production career, he gained extensive knowledge in lean manufacturing techniques. Jamie made a purposeful lateral career change into HR in January of 2011. His HR roles included People Advisor and HR Business Partner. During this period, he completed his Masters of Human Resources. Jamie joined Boeing in January of 2015 as an HR Projects Lead.

Presentation Overview

As leaders, there is often a disconnect between our perceptions of team attitude and engagement compared with what the team is thinking. After 20 years of working in various frontline leadership roles in the manufacturing industry, Jamie Gooding has some ideas about how to reduce this gap.

What Attendees Will Learn

- Understand the basics of where individual performance comes from.
- Some simple techniques to help build trust and connection within your teams.

boeing.com/defense/phantom-works



Anne Koopmann-Schmidt
Head of Quality
Bombardier

Frontline Leadership Development – How to Help your People find their Leadership Identity

Anne Koopmann-Schmidt started with Bombardier Transport in Berlin, Germany as a Global Graduate Trainee and moved to Australia in 2012 as a Methods Engineer. Her understanding and insights into lean manufacturing processes, strong people management skills, track record in cost reduction, business acumen, problem solving and implementation of quality excellence, led her to her current role as Head of Quality and LEAN Australia.

Anne is proving to be an integral part of the Bombardier leadership team. Her achievements at Dandenong include savings of over \$2.4 million, production hour savings of 6000 hours on a key light rail project and successfully reduced manufacturing throughput time

by 20% on rolling stock vehicles. Ann was awarded Victorian Young Manufacturer of the Year in 2017.

Presentation Overview

To foster and maintain a successful LEAN culture, it is important that your team leads understand their value as leaders and how they can lead efficient teams through confidence, authenticity and trust. Your team leads are right at the centre of where the LEAN magic happens. This is leadership at its core. By developing the leadership capabilities of your frontline leads, a sustainable LEAN culture can be achieved.

What Attendees Will Learn

This session will give you some suggestions on how to strengthen and develop your frontline leaders.

- Strengthen the leadership skills of your team leaders and managers
- Identify leadership strengths and build on them to develop own leadership brand
- Empower your frontline leaders to influence and motivate
- Foster Lean culture through leadership based on trust and respect

This session is for everyone who manages team leads and managers, but also anyone who is interested to learn more about building your leadership identity and brand.

bombardier.com

DRIVING TRANSFORMATION THROUGH CONTINUOUS IMPROVEMENT



Michael Fromberg
 Director Corporate Services
 Knox City Council

Integrating Lean Principles into Digital Transformation

Michael is an experienced executive with a proven track record of navigating complex environments including leading programs aimed at transformational change to deliver business value and enhanced customer experience across multiple industries including Finance, Logistics, Manufacturing and Local Government.

This diversity of experience coupled with a deep understanding of Lean and Agile business improvement techniques and a passion for community and customer service enables Michael to build high performance teams capable of delivering exceptional results across a broad range of customer and organisational needs.

Presentation Overview

Michael will share tried and tested Lean and Agile principles to challenge your thinking and test the status quo of how you drive business results in today's digitally savvy world.

What Attendees Will Learn

How the use of Lean methodology and tools can support a business or organisation through digital transformation and provide the mechanisms to drive customer focused outcomes.

knox.vic.gov.au



Mitra Burns
 National Lean Manager
 The Australian Red Cross Blood Service

Embedding a Lean Culture

Mitra Burns is the National Lean Manager responsible for development and deployment of the national strategy to embed Lean culture throughout the Blood Service. Mitra was introduced to Lean in 2004 when she started at Kenworth Trucks. Since then, Mitra has expanded her expertise in Lean through building capabilities & PDCA thinking in a number of organisations.

Presentation Overview

The presentation will focus on Blood Service journey and learning since 2013. These learnings have shaped the Blood Service 10 year strategy and highlight key milestones in the next 5 years.

The presentation will discuss the change to approach from transactive team to a transformative team through building problem solving capabilities at the right level within the organisation.

It will be a respectable reflection of the role leadership has played to date and the change in the role of leadership in future.

The presentation will close with the team focus in 2019, critical success factor and team's performance to date.

What Attendees Will Learn

- Gain insight into Blood Service's learnings & reflections
- Understand the approach taking to create a lean culture
- How to engage key stakeholders and sponsors
- How to build Lean behaviours into day to day activities
- Management systems & processes Blood Service is utilising to ensure success

donateblood.com.au



DEPARTMENT OF INDUSTRY INNOVATION AND SCIENCE BUSINESS ENTREPRENEURS' PROGRAMME is the Australian Government's flagship initiative for business competitiveness and productivity. The Entrepreneurs' Programme Technology Advisory Service helps SMEs transform their business by providing tailored technical advice to improve their products, processes and services. Advisors typically visit business owners on-site to assess technical business issues and provide independent and plain-English recommendations to resolve problems and remove barriers to growth. SMEs often reach out to advisors for help with manufacturing and process automation, product development and validation issues, and to explore IIoT and business collaboration opportunities. industries.

www.business.gov.au/assistance/entrepreneurs-programme



MINITAB helps people discover valuable insights in their data. In 1972, Minitab Statistical Software was created to more easily teach students statistics. The application performed the calculations, and allowed students to focus on learning the concepts and what they can reveal about the world. The software was rapidly adopted by other schools and revolutionised

the way people teach and conduct data analysis. Today, Minitab continues to facilitate discovery and transformation. Thousands of businesses use Minitab Statistical Software, Companion, and Quality Trainer to uncover flaws in their processes and improve them. And educators in more than 4,000 colleges and universities use Minitab Statistical Software to teach their students the power of data analysis. Minitab is also widely known for providing the industry's best customer service, including outstanding training and unlimited technical support.

www.minitab.com



VISTAPRINT a Cimpres company, empowers millions of business owners worldwide to market themselves professionally. Their wide range of quality products at affordable prices, along with design tools suited to every skill level and need, mean everyone can create the customised materials they need to get their message across. They invented the technology – and the concept itself – of affordable online printing in quantities that meet the needs of small business owners. And they're constantly enhancing it. Today their patented printing technique allows them to maximise efficiency and consistently deliver quality and savings to the customer.

www.vistaprint.com.au



TWI INSTITUTE AUSTRALIA & NZ (VISUAL WORKPLACE AUSTRALASIA) is a Global Partner of the TWI Institute headquartered in New York State. We believe that only way to sustainable excellence is to truly invest in people by building their capabilities in fundamental leadership skills. Such capability development, when paired with technology based improvement, will maximise the return on investment. We work in service or manufacturing, anywhere in Australia, New Zealand and SE Asia.

www.vwaust.com.au



NIWAKI is a multidisciplinary consultant firm focused on shifting global perspective and practice toward regenerative growth. We guide organizations through holistic self-transformation processes aimed at creating cultures aligned in purpose and invested in people, communities, and the environment. Niwaki integrates flows of cultural understanding, strategic thinking, services and tools in order to achieve breakthrough performance and continuous improvement. Our people development and purpose driven approach enables and inspires teams to close process gaps and allows organisations to transform and continuously regenerate themselves and their communities.

www.theleanway.com

Scope

It is a condition of participating in any AME event that the following code of conduct be observed by all attendees, speakers, hosts, sponsors and volunteers. Your co-operation will help ensure an enjoyable and safe experience for everybody.

Expected Behaviour

Be considerate, respectful, and co-operative. This includes following organiser and host instructions regarding safety or other matters, and taking care not to damage other's property.

Be mindful of your surroundings and ensure your actions or behaviour does not negatively impact the safety and comfort of other event participants.

Participate in an authentic and active way. Share when relevant and listen when appropriate.

Unacceptable Behaviour

Unacceptable behaviours include: intimidating, harassing, abusive, discriminatory, derogatory or demeaning conduct by any attendees, sponsors, speakers, staff or patrons of the AME event.

Consultants and service providers are not permitted to hand out marketing material (e.g. brochures) during AME events or otherwise aggressively promote their services to hosts, speakers and/or attendees.

Consultants and service providers must respect the fact that event attendees have come to the event in order to learn, not necessarily to network or buy services.

Therefore they should not persist in promoting their services to an event attendee, event host and/or speaker unless invited to specifically do so.

Whilst we value the membership of Consultants, it is important that "practitioner" members are given priority opportunity to listen, observe and learn. Therefore Consultants should avoid interrupting conversations between attendees in order to promote their own services.

Consultants should avoid criticising speakers, sponsors and other consultants in their conversations with attendees.

Consequences of Unacceptable Behaviour

Unacceptable behaviour will not be tolerated, whether by attendees, speakers, organisers, venue staff, sponsors, or other patrons of AME events.

If a participant engages in unacceptable behaviour, the AME event host may take any action they deem appropriate, including expulsion from the event without warning or refund.

What to Do If You Witness or Are Subject To Unacceptable Behaviour

If you are subject to unacceptable behaviour, notice that someone else is being subject to unacceptable behaviour, or have any other concerns, please notify the AME representative or AME office as soon as possible.



ASK ABOUT MEMBERSHIP TODAY!

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