Europe’s leading event for Business Process Excellence leaders...

9th Annual Process Excellence Summit

15th – 18th April, 2008 • Queen Elizabeth II Conference Centre, London

Align Strategy, People and Innovation to unleash the power of Process Excellence and reach your business objectives

15% discount on 1 year iSixSigma magazine subscription
25% discount on 1 year ISSSP Membership

Lean, Six Sigma, BPM and Operational Excellence come together in one definitive conference designed to drive forward a complete Business Excellence strategy.

Formally known as the Six Sigma Summit, IQPC’s industry defining event now makes the move, along with your business, into Process Excellence.

No other conference this year will bring you everything you need to perfect strategic alignment, people development and sustainable improvements through 3 essential tracks:

**STRATEGY**

Create a holistic Operational Excellence strategy to deliver specifically on your business goals

**PEOPLE**

Focus on people development and talent management to ensure top class management and leadership skills to drive change

**ROOM FOR IMPROVEMENT**

Sustain Process Excellence after initial deployments through maturity models and tighter control mechanisms

Use Process Management for increased alignment and the ultimate in end-to-end streamlined operations

Pick up practical change management techniques to work into your Process Excellence programme and increase internal support

Make innovation and business growth integral through customer centred, flexible processes

Presented by:

Presented in Association with:

Associate Sponsors:

Lead Sponsor:

Process Excellence Awards & dinner

2008 Keynote Speakers

Lord Sebastian Coe KBE Chairman, LOCOG
On effective planning & leadership

Tim Smit CBE, CEO, The Eden Project
On how to really innovate in business

Daniel T. Jones, Chairman, Lean Enterprise Academy
Lean Expert Interview & Book Signing

Helmer Winklbauer
MD First Choice
Deutsche Post
World Net

Steve Towers
CEO
BPM Group

J Julian Turner
MD
Westfield Sportscars Ltd

Lena Olving
SVP Process Excellence & Total Quality
Volvo Cars

Martin Rowlands
Global R&D Manager
Dow Corning

Estelle Clark
Group Business Assurance Director
Lloyds Register

Liam Palmer
Senior Manager
HSBC Bermuda

Evin Kose
VP Process Management
Finansbank

Chris Driscoll
Associate Director
Corporate Quality Assurance
Amgen

Mark Ellis
Senior Managing Director, HR
Bear Stearns

Baudouin Michelet
VP & Head of Quality Improvement
UCB

Alan Harrison
Director
Business Improvement & Global Lean Champion
Weir Group Plc

Holger Winklbauer
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Director
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Weir Group Plc

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Book & pay before 18th January to SAVE up to £300

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Following the expansion of Lean and Six Sigma from a management methodology to a key enabler for Business strategy, IQPC's renowned London Six Sigma Summit now has evolved to the next level of Process Excellence! Now is the time for you too to combine Lean Six Sigma, BPM and Operational Excellence into one cohesive framework of Business Excellence in order to match long-term strategic goals and excel expectations in the market place.

With inspiring leadership and innovation sessions from world renowned business experts, Tim Smitt CBE, CEO of The Eden Project and Lord Sebastian Coe, KBE, Chair of LOCOG, this senior level event will provide you with inspiration and ideas to help you create real business change, including:

- A.R. Moller - Maersk: Newly released information on their global Business Process Excellence deployment
- Velux: Merging from Process to Operational Excellence
- Rockwell: Business Excellence as the next generation of Process Excellence
- Network Rail: Using OMG with Six Sigma for process maturity
- Astom Power Services: Aligning projects to business strategy with BPM and systems thinking
- Bombardier Transportation: Successful rules for real change
- HEBE: Using process re-engineering to drive profitability and capability

What's more, if benchmarking is key to your programme, you really cannot afford to miss Europe's longest running Process Excellence Awards. Open for all attendees, finalists will be selected and awarded on site at this year's cocktail reception, dinner and glittering awards ceremony on the 26th of April - get the recognition you and your team deserve this year by visiting www excellenceawards.co.uk to enter or see page 10 for more information about categories and entry advice.

So join us this year in breaking down the best ways to catapult your own Process Excellence Programme into the front line foundation, or a mature practitioner looking to sustain and grow your programme, there is something here for you to implement that will really impact your business in 2008 and beyond.

Join Europe's leaders in Process Excellence - just register by visiting www.iqpc.com/uk/processexcellence or calling +44(0)20 368 9300.

Look forward to seeing you in April.

Yours sincerely,

Megan James
Summit Director - IQPC

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Trade top tips with, and draw from the experiences of, the best in the industry. Included in this year's prestigious speaker line up are:

- Lord Sebastian Coe, KBE, Chairman, LOCOG
- Tim Smitt, CBE, CEO, The Eden Project
- Daniel T. Jones, Chairman, Lean Enterprise Academy
- Steve Towers, CEO, BPM Group
- Holger Windkuehle, Managing Director First Choice, Deutsche Post World Net
- J. Julian Turner, MD, Westfield Sportscars Ltd
- Justin Chapman, SVP, Northern Trust
- Lena Olving, SVP Process Excellence & Total Quality, Volvo Cars
- Mark Ellis, Senior Managing Director, HR, Bear Stearns
- Baudouin Michelet, VP & Head of Quality Improvement, UCB
- Estelle Clark, Group Business Assurance Director, Lloyds Register
- Lian Palmer, Senior Manager, HSBC Bermuda
- Evin Kose, VP Process Management, Finansbank
- Martin Rowlands, Global R&D Manager, Dow Coming
- Chris Driscoll, Global Director Corporate Quality Assurance, Amgen
- Gaetano Cascini, President, ETRIA (European TRIZ Association)
- Neil Bannerman, Director Business Transformation, ScottishPower Energy Retail
- Ian McMorrough, Director Process Improvement, EMEA, Rockwell Automation
- Pierre Bayle, Opex Programme Manager & MBA Trainer, Whirlpool
- Alan Harrison, Director Business Improvement & Global Lean Champion, Weir Clear Liquid Division, The Weir Group Plc
- Carl Halford, Head of Project and European Project Management, Ikon Office Solutions
- Tom Falcon, Director Strategy & Process Excellence, A.P. Moller - Maersk
- Peter Evans, Director Quality & Operational Excellence, Virgin Media
- Luis Relvas, ICGM Deployment Manager Europe, Delphi
- Gordon McNeill, Head of Capability Improvement, Sellafields, BNFL
- Christian Bovenkamp, Business Transformation Champion, Alstom Power
- Andre J. Allen, Manager Competency Center Process Management & Improvement, ING Bank
- Merel Ritsma, Managing Director, Six Sigma & Lean Merits
- Jürgen Mees, Director Six Sigma Programme, Business Excellence Team, T-Mobile
- Mark Johnson, Programme Manager, Retail Change, J. Sainsbury's
- Stephen Dawes, Head of Quality, GE Commercial Finance
- Christian Matei, Business Transformation Champion, Alstom Power
- Brian Monakali, Senior Manager: Lean Six Sigma MBB, Lonmin Platinum, South Africa
- Chris Clenton, Senior Manager Process Documentation, Royal Bank of Scotland
- Liam Mcgrath, Six Sigma Leader, Royal & SunAlliance
- Roger Cliff, Quality Director, Vodafone
- Adam Bennett, Director Business Process Improvement, Network Rail
- Geert Devos, MBB & Continuous Improvement Leader Manufacturing Europe, Volvo Cars
- Jean Bernard George-Roux, Senior Performance Manager, Corporate HR, France Telecom

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Westfield business card prize draw

Win a once-in-a-lifetime chance to test drive one of Westfield’s prize sports cars by entering the London Summit’s exclusive business card draw upon arrival. Packages include a full safety briefing, coned autotest course, autosprint course and professional feedback to help you build a great lap time - an experience not to be missed!
Pre-Conference Workshops: 15th April 2008

Workshop A: Integrating Lean Six Sigma inside your organisation: Delivering improved and accelerated services at lower cost - George Group (now a part of Accenture)

Workshop B: Successful strategy deployment for Lean transformation - Lehan Horizons Consulting, LLC

Workshop C: ISSSP Leadership Circle: Performing Six Sigma on your Six Sigma deployment - ISSSP

Workshop D: Using systems thinking to connect your organisational processes - Alston Power Service

Workshop E: Creating Six Sigma Leaders: How do you move beyond process improvement to Change Leadership? - Pivotal Resources

Workshop F: Integrating Lean and Six Sigma for both continuous and rapid improvement - Catalyst Consulting

Workshop G: Effective Change Agents make change succeed! - Miragroup

Main Conference Day One: 16th April 2008

7.30 Registration & Coffee
8.20 Chair’s opening address
8.30 Achieving Operational Excellence through efficient Process Management - Lena Oling, SVP Process Excellence & Total Quality, Volvo Cars
9.00 Making Business Excellence a strategic business priority - Estelle Clark, Group Business Assurance Director, Lloyds Register
9.30 Delivering Lean IT Service - Phil Falabro, Practice Head, Lean Solutions Group, Fujitsu
10.00 An audience with Dan J ones – Interview facilitated by Roger Carran, Fujitsu
10.45 Morning tea & networking
11.05 Making Process Excellence Lean and effective - Dr Ian Cox & Dr Malcolm Moore, Business Process Analysts, SAS Institute & client
11.20 When Lean Six Sigma isn’t enough: Making the most from Lean Six Sigma as a vehicle for transformation - Nico Alonzi, European Director, George Group (now a part of Accenture)
12.30 DAY 1 KEYNOTE PRESENTATION
Tim Smith, CBE, CEO, The Eden Project
1.15 Lunch & networking

ROOM FOR IMPROVEMENT 1:
From functional thinking to process thinking - Christian Matei, Certification: A means to help the achievement of exceptional standards in Six Sigma - BBA McIntyre, Six Sigma Manager, BSI Management Systems & Client

ROOM FOR IMPROVEMENT 2:
Creating a process for innovation within the Process Excellence Framework - Luis Relvas, ICM Deployment Manager, Europe, Delphi

PEOPLE 1:
Chair’s welcome to Day 2
9.00 DAY 2 KEYNOTE ADDRESS
Lord Sebastian Coe, KBE, Chairman, LOCOG
10.00 Unlocking the secrets to a successful Lean transformation - Mark DeLuzio, President and CEO, Lean Horizons Consulting, LLC & client
10.45 Morning tea & networking

PEOPLE 2:
Creating a culture of continuous quality improvement - Baudouin Michelet, VP & Head of Quality Improvement, UC Berkeley

ROOM FOR IMPROVEMENT 3:
Sustaining real business change: Creating a mind shift in your organisation through process leadership - Chris Clinton, Senior Manager Process Documentation, Royal Bank of Scotland

STRATEGY 2:
Influencing your leadership teams to understand, support and model the change in culture delivered through a Lean or Six Sigma programme - Peter Evans, Director of Quality & Operational Excellence, Virgin Media

STRATEGY 1:
Creating an operational strategy that works across an entire organisation: Implementing a common operational platform - Jutin Chapman, SVP, Northern Trust

 ROOM FOR IMPROVEMENT 4:
Lean and BPM based approach for business optimisation - Evin Kinnie, VP Process Management, Finspang

ROOM FOR IMPROVEMENT 5:
Creating an operational strategy that works across an entire organisation: Implementing a common operational platform - Jutin Chapman, SVP, Northern Trust

PEOPLE 3:
Using Process Management & Six Sigma in your R&D functions to support innovation - Martin Rowlands, Global R&D Manager, Dow Corning

TRIZ Instruments for Systematic Innovation - Gaetano Cascini, President, ETRIA (European TRIZ Association)

STRATEGY 3:
Influencing your leadership teams to understand, support and model the change in culture delivered through a Lean or Six Sigma programme - Peter Evans, Director of Quality & Operational Excellence, Virgin Media

STRATEGY 4:
From functional thinking to process thinking - Christian Matei, Certification: A means to help the achievement of exceptional standards in Six Sigma - BBA McIntyre, Six Sigma Manager, BSI Management Systems & Client

Main Conference Day Two: 17th April 2008

8.00 Coffee & registration
8.50 Chair’s welcome to Day 2
9.00 DAY 2 KEYNOTE ADDRESS
Lord Sebastian Coe, KBE, Chairman, LOCOG
11.15 Being the first choice for our customers: How First Choice is changing the company - Holger Windsoe, Managing Director First Choice, Deutsche Post World Net
11.45 Implementing training in Lean without specific projects to increase initial success - David Hampton, VP, Ruth & Strong

11.50 Lunch & networking

12.00 Going from Process Excellence to Business Excellence - Steve Towers, CEO, BPM Group

13.30 Coffee & networking

14.00 Using a Process Maturity Model to define and structure your Process Excellence programme - Ian Momenough, Director Process Improvement EMEA, Rockwell Automation

14.40 Using Six Sigma and BPM for strategic growth - Roger Cliff, Quality Director, Vodafone

15.00 Proven ground rules for successful change - Christian Boekenhamp, Director Talent & Organisational Development, Bombardier Transportation

15.20 Bringing Process Excellence through planning and executing a successful large scale deployment - Tom Falcon, Director Strategy & Process Excellence, A.P. Moller - Maersk

Post conference focus days 18th April 2008

9.00 - 2.00 Workshop F: BPM focus day
BPM Group, HSBC Bermuda & GE Commercial Finance

9.30 - 2.00 Workshop G: Early starters deployment focus day
Volvo cars, Aorist Consulting & France Telecom Group
Morning Workshops 9.00 – 12.00

**Workshop A:**
Integrating Lean Six Sigma inside your organisation: Delivering improved and accelerated services at lower cost

Harness the 4 key benefits of applying Lean Six Sigma inside your organisation.
- Specify value in the eyes of your customer: Value as a function of speed, accuracy and cost
- Objectively measure your organisation’s performance: Drive continuous and breakthrough improvement by base-lining your critical processes across departments
- Identify, improve and control factors affecting the success of critical process performance measures: Eliminate any waste and variation you discover along the entire value stream
- Sustain your ROI: Building a process flow and control system to imbed the solution into your organisational culture

Achieve better services faster, and at lower cost, using the Lean Six Sigma DMAIC methodology.

**Nico Alonzi,** European Director, **George Group** (now a part of Accenture)

**Workshop B:**
Successful strategy deployment for Lean transformation

This workshop will give participants insights into the techniques for converting strategic business objectives into reality. All Lean transformations need to drive for breakthrough performance through results-oriented business processes. It will explore the anatomy of a good strategy deployment plan, and the relevant ties to aligning Lean initiatives, including the use of the Deming cycle, or Plan-Do-Check-Act. Metrics will be discussed as those tied to strategy deployment as well as those tied to daily management (Key Performance Indicators). Strategy Deployment is essential for every successful Lean transformation.

Key learning points will be explored:
- Importance of strategic deployment in a Lean transformation
- Elements of strategic deployment including:
  - Breakthrough objectives
  - Annual improvement priorities
  - Breakthrough targets
  - Use of multi-functional teams
- Benefits of strategic deployment
- Examples of strategy deployment

**Mark DeLuzio,** President and CEO, **Lean Horizons Consulting, LLC**

Lunchtime Workshops 12.00 – 3.00

**Workshop D:**
Using systems thinking to connect your organisational processes

Systems thinking is an effective way of delivering increased value projects through an awareness of the entire cause and effect relationships within your organisation. Change your mindset to deliver more strategically founded projects.

Through a series of practical exercises, re-orientate yourself from a functional to systems approach to organisational management.

- Analyse why businesses often act in a problem-solving mode
- Discover if you can train a marathon body for a sprint race
- Map the organisational journey: A practical exercise in applying systems thinking to your own organisation
- Practical takeaways – what to do when you get back

**Christian Matei,** Business Transformation Champion, **Alstom Power Service**

**Workshop E:**
Creating Six Sigma Leaders: How do you move beyond process improvement to Change Leadership?

Six Sigma will never be a truly integral part of your organisation until leaders adopt and apply it. Making them GBs is not enough, it requires translating Six Sigma concepts into methods that are essential for, and flexible to, the demands of 21st Century leadership. In this session, respected consultant and author Pete Pande provides a model for “Six Sigma Leadership” that adapts (and even contradicts) process improvement principles, embracing a more ambitious vision of “Change Leadership.”

You’ll learn:
- Why Six Sigma is hard for leaders to apply and how to make it relevant to their role and challenges
- The seven “Powerful Paradoxes” that can turn Six Sigma into practical leadership methods
- How to help leaders look beyond Six Sigma projects to enhance their strategic “Change ROI”
- When and how to move beyond the boundaries of your Six Sigma programme to engage with business leadership
- You’ll develop a plan to engage your leaders in a more robust application of Six Sigma. All attendees receive a copy of Pete’s newest book The Six Sigma Leader.

**Pete Pande,** President, **Pivotal Resources**

Pre-Conference Workshops: 15th April

**Workshop C:**
ISSSP Leadership Circle: Performing Six Sigma on your Six Sigma deployment

Is your Six Sigma deployment in its optimum state? Have you measured your Six Sigma deployment lately? Are you ready to assess the current state of your deployment and determine any gaps and/or opportunities for improvements?

You can start now in this 3-hour workshop by:
- Identifying the areas of deployment critical for assessment
- Using an approach of both quantitative and qualitative techniques
- Reviewing Lean and Six Sigma tools for adequate use during the assessment process
- All attendees will leave with an action plan to start or enhance your current assessment process immediately.

**Roxanne O’Brasky,** President, **ISSSP**

Roxanne founded ISSSP in 2001 & currently serves as its president. Today, ISSSP is the only professional membership society dedicated to the advancement of education, research and implementation of the Six Sigma methodology. Roxanne was responsible for the design of several widely used tools for the deployment of Six Sigma, which have become the industry standard.

**Workshop F:**
The world your way: conviction management for Lean organisations

Many organisations are looking to adopt Lean, borrowing practices from the Lean pioneers - but many are not getting the results they really wanted. It is Fujitsu’s view that the successful adoption of Lean means departing from the path of adopting “best practice” and committing to the path of what’s right for your business. This means defining the essence of Lean and then building the toolkit to support the organisations needs, addressing both the big, obvious issues as well as creating the environment to drive continuous improvement.

Genuine Lean can feel like a leap of faith for managers - moving away from managing symptoms towards investing in the way work gets done. This challenges the common trait of “hero management” and replaces it with conviction management.

This workshop will consider these issues and looks at how to tackle these challenges through:
- An architecture for delivering Lean
- Leadership and management commitment
- Measuring what matters

**Ella Bennett,** HR Director and Programme Director for **Fujitsu’s Lean programme**

**Phil Falato,** Practice Head, **Fujitsu’s Lean Solutions group**

Workshops: 15th & 18th April 2008
Afternoon Workshops 3.00 - 6.00

Workshop G: Successful Change Agents make change succeed!
The ability to make successful change happen is key to the success of every organisation, but not every person involved in change is a good change agent. This workshop will work through the attributes that make a good change agent, and then challenge participants to self assess their change capabilities. Sue will help participants to interpret the results of the self assessment and target areas for self-improvement.
Participants will take away:
• How to use this approach when assessing their teams and the organisation
• An understanding of what makes a good change agent
• Strategic methods to improve change within your organisation
This workshop is for anyone who is involved in changing their organisation, not just change leaders.
Sue Tan, CEO & Dave Backholer, MD, Miragroup

Workshop H: Integrating Lean and Six Sigma for both continuous and rapid improvement
In this workshop Catalyst will introduce the Sigma approach to Process Excellence, designed to accelerate improvement and drive business results. Kai Sigma provides both a systematic and pragmatic way for people and organisations to improve performance. Its key concepts and principles are supported by a comprehensive tool-kit enabling people to use the appropriate tools and techniques to solve the problems they are tackling. Participants will learn:
• How to bring out the best of both worlds: Using Six Sigma to increase quality and reduce variation, and Lean to cut waste and boost efficiency in processes
• Practical ways to get Lean and Six Sigma to work together in the same framework
• How to use a workshop based approach to accelerate the different stages of the DMAIC process
• How to leverage the Define and Control stages of DMAIC to better define and sustain Lean Six Sigma results
J John Morgan, Director, Catalyst Consulting (Author of ‘The Lean Six Sigma Improvement Journey’) & Martin Brenig-Jones, Director, Catalyst Consulting

Workshop I: Developing your core processes to meet your business strategy
This practical workshop will introduce you to the essential skills needed to deploy industry best practices in the development of a strategic approach to process improvement and management.
During this session you will explore and take away tools to:
• Take an organisational strategy and translate it into operational strategy
• Develop a clear understanding of what needs to be done to deliver on this strategy
• Create clear action plans for departments and individuals to deliver improvements
• Unlock the value in your Process Excellence projects by ensuring the results really do meet the top priority business objectives.
J John Forrester, Executive Director, Oakland Consulting & client

Full day Master Class 9.00 – 6.00

Workshop J: Effective shop floor production management simulation workshop
In this workshop Julian will first give attendees an insight into Westfield operations, followed by a practical application to their own working environment.
Part 1: Introduction to Westfield culture & lessons learnt
• The Westfield production environment in December 2006
• Running Westfield with no changes
• Running Westfield and introducing changes to smaller batches, stock control, stock turnover, quality control, self certification and master scheduling
Part 2: Increasing efficiency in your company
• Comparison against your company:
  Discussion of the challenges, the lessons learnt and key take-aways
  Reviewing the production process and creating a model for top performing efficiency
• The importance of continual monitoring of cash, stock, delivery and customer satisfaction through each stage
J Julian Turner, MD, Westfield Sportscars Ltd

Workshop K: BPM focus day
11.00 - 12.00: Case study: Linking Lean, Six Sigma & BPM for a more strategic approach to Six Sigma
• How BPM and Six Sigma go hand in hand in the GE improvement culture
• Using Business Process Improvement to build a more efficient and streamlined organisational process
Stephen Davesy, Head of Quality, GE Commercial Finance
12.00 - 2.00: Using Process Engineering to take the business to a new understanding of profitability and capability management
This interactive workshop will walk you through innovative uses of Process Excellence across the company that will help to really drive forward business growth and profitability.
• Focusing on finance and profitability:
  Working in partnership with your finance team
  Planning for future business growth:
  Increasing the capacity of your business
  Using process re-engineering to drive innovation and achieve increased profitability
  Understanding the different ways to increase profitability for your business
Liam Palmer, Senior Manager, HSBC Bermuda

Workshop L: Early starters’ focus day
9.00 – 10.00: Interrogating Lean and Six Sigma into your Process Excellence programmes
• Running Lean Six Sigma Kaizen events: Running a Black Belt mega project in one week (4-6 weeks pre-work)
• Making Six Sigma part of the daily business
Geert Devos, MBB & Continuous Improvement Leader Manufacturing Europe, Volvo
10.00 – 1.30: Sustaining long-term process improvement in your business
• Compare and contrast cultural differences between the two (‘typical’ and ‘atypical’)
• Compare and contrast industry differences between the two
• Compare and contrast management behaviours and actions
• Identify key criteria and actions for success based on the above
• Assess your own programmes against the key criteria and actions
Rod Thorogood, CEO, Aorist Consulting
1.30 – 2.00: Initiating and developing a culture of process performance: A case study from HR
Based in the HR department, J Jean-Bernard will share with you his experience of starting a Six Sigma programme in an environment new to the concept.
• Deploying Six Sigma in new business areas: The challenges and opportunities
• Getting buy-in and acceptance from non-process orientated HR teams (employees and operational managers)
• Enabling a customer driven culture and getting people to think differently about value
J Jean-Bernard George-Roux, Senior Performance Manager, Corporate HR, France Telecom Group

Post conference focus days: 18th April 2008

9.00 -11.00: From process improvement to process management
• Using BPM to progress your process improvement programme
• How to re-orient your focus from functional to process orientated
• Embedding accountability across each department to increase impact on cross organisational processes
• BPM & SOA: Supporting business performance management through an exceptional IT Infrastructure
Steve Towers, CEO, BPM Group

11.00 – 12.00: Case study: Linking Lean, Six Sigma & BPM for a more strategic approach to Six Sigma
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  Using process re-engineering to drive innovation and achieve increased profitability
  Understanding the different ways to increase profitability for your business
Liam Palmer, Senior Manager, HSBC Bermuda
Achieving Operational Excellence through efficient Process Management

- How can Process Management become a visible and important part of the business?
- How Volvo Cars Corporation started their journey.
- The launch of an Operational Excellence function.
- The strategy created leading up to a defined key business issue.
- How to overcome the challenges and roadblocks in the organisation.
- The status of the work today and the plan to move forward.

Making Business Excellence a strategic business priority

- Securing support from your senior executive as to the real value of Process Excellence and communicating what it can bring to the business.
- Making Process Excellence strategic: Joining up your business improvement programme with your top level business strategies.
- Defining and achieving the business’ key areas of excellence.
- Making sure your short-term goals do not conflict with your long-term strategies.
- Moving from Operational Excellence to business transformation.

Delivering Lean IT services

Fujitsu believes that today’s IT industry is at the point the car industry was 20 years ago and needs the sort of shake-up that Toyota created. The CEO is under siege, the business wants to be less dependent on IT, while on the other hand, systems and processes are breaking under a legacy born out of decades of bespoke-ism and re-invention. The result is that over two-thirds of the average IT budget is spent “keeping the lights on”, with every new system putting even more pressure on future spend.

- Move out of the design excellence phase into assembly excellence.
- Maximize re-usability of components in new solutions.
- Eliminate unnecessary work in service processes.
- Build products and services which work first time.

Phil Falato, Practice Head, Lean Solutions Group, Fujitsu.

Certification: A means to help the achievement of exceptional standards in Six Sigma

There is no doubt that organisations need to have a clear understanding of individuals’ skill levels to ensure that Six Sigma is successful. BSI provide one way to ensure training and skill is up to scratch with a certification process.

- Meet the exacting standards of certification and become a recognisable industry standard.
- Become available to all potential and current Six Sigma belts.

Bill McIntyre, Six Sigma Manager, BSI Management Systems & client.

When Lean Six Sigma isn't enough: Making the most from Lean Six Sigma as a vehicle for transformation

A typical outcome of a successful business transformation programme is the creation of a sustainable business improvement capability, driven by clear process and business performance metrics.

- However, many organisations fail to effectively link these performance metrics to the “team” and “individual” reward and recognition mechanisms, limiting long-term sustainability.
- Key principles to ensure that metrics, rewards and recognition within an organisation, are aligned to build lasting continuous improvement capability.
- How to implement effective employee rewards and recognition for sustainable success.

Nico Alonzi, European Director, George Group (now part of Accenture) & client.

When Lean Six Sigma isn’t enough: Making the most from Lean Six Sigma as a vehicle for transformation

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Meaningful maps: Do you understand your processes or are you on a journey without a map?

- Defining an effective framework for process documentation, design and ownership to achieve end-to-end visibility and control.
- Utilising business process modelling for successful BPM implementation.
- Increasing customer satisfaction through effective staff training and process ownership.
- Creating a culture of continuous improvement and increasing regulatory compliances through effective communication and documentation.

Chris Clenton, Senior Manager Process Documentation, Royal Bank of Scotland.

Sustaining real business change: Maintaining long-term improvements after project completion

- Securing commitment and planning to let go after project completion.
- Building strategies to monitor performance and reinforce progress.

Dr Ian Cox & Dr Malcolm Moore, Business Process Analysts, SAS Institute & client.
7.30 Process Excellence Awards ceremony & dinner (FREE for all delegates)
Relax after a jam packed day and soak up the atmosphere. With a top-class big band to entertain you whilst you dine, followed by the eagerly awaited awards presentations this is a must-attend for all!

(For more information please see page 10)
On course to double return on R&D investment

SVP, Improvement, VP & Head of Quality Baudouin Michelet,
• Anchoring the changes by moving from a quality initiative to a global quality improvement team
• Putting in place a networked organisation to support this process
• The need for a governed approach to business process capture and communication
• Implementing a new process to stimulate continuous quality improvement

Dow Corning
• The business challenges faced when deploying an outside-in thinking
• Facilitate progress across the innovation process interfaces
• Aligning R&D programmes to business strategies
• Using BPM to translate and align customers, business and employees needs into management and measurement systems
• Achieve vertical and horizontal alignment in the process architecture and the supporting organisational structure
• Creating a new organisational culture to support process orientation
• Creating the linkage between process change and corporate performance improvement
• Building leadership support and sponsorship for a quality transformation programme
• Achieve vertical and horizontal alignment in the process transformation programme
• Developing a comprehensive and sustainable strategic process management

Virgin Media
• The importance of a good strategy and strategic deployment
• Creating Lean leadership and the required behaviours of leaders
• The characteristics to a successful Lean transformation
• The common pitfalls that companies encounter in the Lean journey

Alstom Power Service
• The importance of a good strategy and strategic deployment
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IC&M Deployment Manager, Europe, Luis Relvas,
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Baudouin Michelet, President and CEO, Lean Horizons Consulting, LLC & client
• The need for a governed approach to business process capture and communication
• Implementing a new process to stimulate continuous quality improvement
• Creating a new organisational culture to support process orientation
• Creating the linkage between process change and corporate performance improvement
• Building leadership support and sponsorship for a quality transformation programme
• Achieve vertical and horizontal alignment in the process transformation programme

Delphi
• The common pitfalls that companies encounter in the Lean journey
• The characteristics to a successful Lean transformation
• The common pitfalls that companies encounter in the Lean journey

STRATEGY 2: Strategic Process Management

From functional thinking to process thinking
• Why companies often never achieve the real synergy between people, processes and technologies
• Using BPM to translate and align customers, business and employees needs into management and measurement systems
• Achieve vertical and horizontal alignment in the process architecture and the supporting organisational structure
• Creating a new organisational culture to support process orientation

Christian Matei, Business Transformation Champion, Alstom Power Service

Creating an operational strategy that works across an entire organisation: Implementing a common operational platform
The ability to capture, analyse and communicate a common set of business processes is a pre-requisite for managing and transforming your business. BPM is key to delivering high performance, compliance and robust operations.
• The business challenges faced when deploying an operational strategy
• The need for a governed approach to business process capture and communication
• How this has been leveraged to improve process efficiency and standards globally
• The benefits for on-going operations and improved business agility

Justin Chapman, SVP, Northern Trust

PEOPLE 2: Culture change and Behavioural Management

Influencing your leadership teams to understand, support and model the change in culture delivered through a Lean or Six Sigma programme
• Building leadership support and sponsorship for a quality transformation programme
• Building in the change facilitation necessary for a sustained approach to quality transformation
• Creating a new organisational culture to support process orientation

Peter Evans, Director of Quality & Operational Excellence, Virgin Media

Creating a culture of continuous quality improvement
The pharmaceutical industry is subject to strict regulations to protect public health and safety. As regulatory pressure increases, UCB need to rethink their approach to quality and re- awaken the organisation’s passion for quality. But how do you change a culture?
• Launching a best-in-class education approach to ignite passion for quality and excellence, and increase the will and skill to act
• Implementing a new process to stimulate continuous quality improvement
• Putting in place a networked organisation to support this process
• Anchoring the changes by moving from a quality initiative to a global quality improvement team

Baudouin Michelet, VP & Head of Quality Improvement, UCB

ROOM FOR IMPROVEMENT 2: Innovation & Growth

Creating a process for innovation within the Process Excellence framework
• What is the need for innovation?
• Defining the process for innovation within your business
• How to utilise the power of your organisation to drive forward innovation
• Is there any limit for innovation within the Process Excellence framework

Luis Relvas, IC&M Deployment Manager, Europe, Delphi

Using Process Management & Six Sigma in your R&D functions to support innovation
Process Management and Six Sigma are often perceived as being barriers to innovation; stifling creativity and restricting freedom to explore. Appropriately applied however they can be leveraged to support the innovation process through strategic alignment, idea generation and project execution. In this session Martin will share his experience of applying these principles in an R&D environment to:
• Align R&D programmes to business strategies
• Develop leading indicators to predict innovation performance
• Facilitate progress across the innovation process interfaces
• Improve project execution and delivery of results

Martin Rowlands, Global R&D Manager, Dow Corning

On course to double return on R&D investment

Implementing training in Lean without specific projects to increase initial success
When you want to get people into Lean then you often need to start without knowing what you want to achieve. Rath & Strong will present their approach to getting people on board for Lean implementation with-out the need for specific projects at the outset:
• Why is this the right way?
• How does it work?
• What does it achieve?

David Hampton, VP, Rath & Strong

Going from Process Excellence to Business Excellence
Creating the direct linkages with these performance objectives is now a major strategic goal in order to better align people, processes, systems and strategy to achieve successful customer outcomes.
• Evolving and building Six Sigma & Lean approaches to accommodate business growth
• Building the framework to support excellence
• Creating the linkage between process change and corporate performance improvement
• Leading your people beyond techniques and tools into successful customer outcomes
• Delivering a comprehensive and sustainable strategic approach to process and performance transformation

Steve Towers, CEO, BPM Group

Award Winners 2007

10.45 Morning tea & networking
11.15 Being the first choice for our customers: How First Choice is changing the company

Holger Winklbauer, Managing Director First Choice, Deutsche Post World Net

12.00 Summer tea and networking
Deploying global improvement charters

Rolling out large-scale Green and Black Belt training

Director Strategy & Process Excellence,
Tom Falcon,
The Process Excellence programme within A.P. Moller-Maersk's container business commenced in late 2006. This presentation will focus on the challenges and benefits of Process Excellence, involving:
- The role of the Process Management Unit in driving change
- The purpose of business optimisation projects
- Lean and BPM methodologies and how to get the most from the tools
- Aligning ongoing projects to strategic objectives

Using a Process Maturity Model to define and structure your Process Excellence programme

Network Rail is using Process Management as Process Excellence to underpin its strategic plans and build upon its long-term Six Sigma programme through a Process Maturity Model.
- The Process Maturity Model and its rationale
- How Process Maturity Models can be used to support and drive real benefits from a Process Excellence programme

Network Rail's BPM initiative is one of 3 core areas of the company's world class programme and aims to establish and understand a culture of Process Management and improvement as a core tool to drive significant improvement in the quality and efficiency of services to customers and other stakeholders.

Using Six Sigma and BPM for strategic growth

- Using BPM to link Six Sigma with your business strategy and delivery to the customer
- Linking different organisational areas and managing their processes to get all operations in line with your business strategy
- Managing growth within your organisation
- Focusing on customer-centric processes to drive growth
- Creating the infrastructures to support growth

Roger Cliffe, Quality Director, Vodafone

Real life change management: Embedding a culture of excellence into an existing workforce

- Embedding the culture for continuous improvement
- Installing due diligence in each department (culture, training, development, attitude and the motivation)
- How to make the first step in change management
- Assessing the effects of change management on a workforce
- Methods for embedding change in the workforce for long-term improvements

Julian Turner, MD, Westfield Sportscars Ltd

Proven ground rules for successful change

To achieve the overall goal of a change project it has been demonstrated that if you focus specifically well on the following ground rules that the overall success is likely to happen.
- Securing sponsorship from the top
- Do the basics first before you strive for the tactical and strategic
- Communicate, communicate, communicate: The importance of communicating to all stakeholders in numerous ways and several times
- Be one step ahead of your stakeholders and find mitigation prior to problems happening
- Have a thorough project corridor available to reflect local/country needs
- Use symbols to communicate success and be open and honest

Christian Bovenkamp, Director Talent & Organisational Development, Bombardier Transportation

Do it now, do it right and sustain: Process Excellence through non-traditional people management practices

Alan will present the Weir approach and the key steps of the improvement journey with a particular focus on how to achieve and sustain changes in thinking and behaviour.
- Set directions: How to select and prepare improvements that will assure success
- Deliver improvements: How to make improvements happen fast
- Sustain: Adapting non-traditional people management practice to make improvements become a way of life
- Leadership: Practical methods to lead people to own, drive and sustain their improvement journey

Alan Harrison, Director Business Improvement & Global Lean Champion, Weir Clear Liquid Division, The Weir Group Plc

TRIZ Instruments for Systematic Innovation

Even talented people with a deep expertise in their field of activity waste time and money in never-ending trials & errors. TRIZ, the theory for Systematic Innovation, teaches how to make the solution of an inventive problem a "routinary task".
- Gain awareness of TRIZ tools and techniques
- Appreciate strategic and operational applications of TRIZ
- Be introduced to the way TRIZ is adopted by worldwide companies and SMEs
- Get references to dramatically improve your inventive skills

Gaetano Cascini, President, ETRIA (European TRIZ Association)

Six Sigma and the growth agenda

In this session Liam will discuss how Royal and Sun Alliance are focusing on the customer and growth.
- How to align your operational improvement programmes to a profitable growth strategy
- How Six Sigma can be used at the front end of the business
- Ensuring your programme is not just about cost cutting but provides for business growth

Liam Mcgrath, Six Sigma Leader, Royal & SunAlliance

Making Six Sigma work for you through effective training and a structured deployment strategy

How can you turn initially doubtful engineers and managers into great advocates of Six Sigma? Learn how an early successful application of Six Sigma on a complex new Product Development project helped convince the most sceptical, and started a long lasting mindset shift. Discover how Whirlpool Europe is deploying and embedding these Six Sigma skills and mindset into its R&D and manufacturing organisations, through its highly effective training Content, DFSS and a structured deployment strategy.
- An illustration of the application of Six Sigma mindset and data-based methods in a product development project
- Downplaying complex statistics: A very practical BB training content based on most needed engineering skills
- Building in critical thinking and structured data acquisition skills
- Optimising design through product knowledge and sequential DOE

Pierre Bayle, OPEX Programme Manager & MBB Trainer, Whirlpool

BRINGING PROCESS EXCELLENCE THROUGH PLANNING AND EXECUTING A SUCCESSFUL LARGE SCALE DEPLOYMENT

The Process Excellence programme within A.P. Moller-Maersk's container business commenced in late 2006. This presentation will focus on the challenges and benefits of Process Excellence, involving:
- Rolling out large-scale Green and Black Belt training
- Deploying global improvement charters

Chairman's close & end of conference
Have you submitted your entry for a 2008 Process Excellence Award?

If not, then it's not too late! Now is your chance to make sure your team gets all the recognition it deserves. The Process Excellence Awards this year now include Lean, Six Sigma and wider Business Excellence projects – making them the definitive awards programme for any Process Improvement professional.

### Categories

With 10 to choose from, pick the perfect Award to match your expertise and stage of deployment. Whether an SME or a multi-national, all entries will be judged in context making it possible for everyone to win.

- **Individual Awards**
  - MBB of the Year
  - Deployment Leader of the Year

- **Programme Awards**
  - Best Improvement Programme
  - Best Star-up Programme

- **Project Awards**
  - Best Process Improvement Project in Service & Transactions
  - Best Process Improvement Project in Manufacturing
  - Best Operational Excellence Project in Financial Services
  - Best Project Contributing to Innovation
  - Best DFSS Project
  - Best Fast Track Project

### Judges

Meet our esteemed judging panel of industry experts and former prize-winning companies! Assembled specifically for their industry knowledge, judges will be responsible for selecting 6 finalists per category to meet with face-to-face on 15th April.

- Pankaj Agrawal, Global I&CIM Director, Delphi
- Louis Relvas, I&C&M Deployment Manager Europe, Delphi
- Jeff Ayland, Director Business Excellence, Novellis
- Howard Miller, Lean Six Sigma Deployment leader, HSBC
- Neil Bannerman, Director Business Transformation, Scottish Power
- Sarah Tognarelli, Director Six Sigma, Credit Suisse
- Adrian Dunn, Global Work-Out Manager, BP
- Peter Evans, Director Quality & Operational Excellence, Virgin Media
- Graham Lewis, Lean Manufacturing Manager, Tenneco Automotive
- Peter Cullen, Area programme Manager, Europe, Starwood Hotels
- James Lawther, Head of Process Excellence & Infrastructure, Capital One
- Brian Monakali, Senior Manager: Lean Six Sigma MBB, Lonmin Platinum
- Liz Taylor, Senior MBB, Ingram Micro
- Melinda Filton, MBB for Design Operations, Sun Chemical
- Paolo Soncini, MBB Europe, Sun Chemicals
- Ravindra Rao, EMEA Project & Process Excellence Leader, Honeywell
- Paul Donstschuk, Quality Director, GE Money Home Lending

### Criteria

This year the judging criteria has been updated to reflect the direction of programmes within 2008. To make sure you tick all the boxes, visit www.excellenceawards.co.uk to see the key success indicators highlighted with the help of our esteemed panel of experts. Entries will be judged fairly and in-depth, in line with these criteria to select the 2008 winners.

### Awards Ceremony

Awards will be announced and presented at the 9th Annual Process Excellence Summit in the evening of 16th April 2008, at the QEII Centre, London, free of charge for all Summit delegates. Even if you have not entered for an award, it promises to be a night of celebration and entertainment in style. Relax after an intense day’s learning by sipping a glass of champagne and mingling with your peers over an exquisite 3 course meal. Then enjoy a world class big band extravaganza, guaranteed to get you all in the mood for the evening celebrations and award finalist presentations. There’s no need to come alone – bring your friends, family or team members for an extra £150 each and treat them to a night of extravagance as well and toast to your success.

Entry Deadline: **February 1st 2008**

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Sponsorship & Exhibition Opportunities
If you want to position your company’s solutions and expertise in front of the most senior decision makers in Process Excellence then call Stephen Swarman on +44(0)207 368 9337 to discuss opportunities for your company within the scope of the Summit. With the needs of the delegate audience, the 9th Annual Process Excellence Summit is accepting limited sponsorship in each of the following categories:

- Six Sigma & Lean consultants
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- Business Process Improvement consultants
- Innovation consultants
- Lean & Six Sigma training companies
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