

# Continuous Improvement Conference 2016

7 September 2016

Massey University Albany Campus



Register now

[www.cimassey2016.eventbrite.com.au](http://www.cimassey2016.eventbrite.com.au)



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# Continuous Improvement Conference 2016

Massey University



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## What makes truly great organisations so successful?

The answer lies not in what you see or the tools people use, but in the feel, the pure essence of these organisations. It is the mind-set, the language, the confidence and the sheer passion for excellence.

Our 2016 Conference will focus on creating a sustainable culture of continuous improvement by engaging people at every level in the organisation to work towards common objectives.

“A great opportunity to learn and meet with others working in continuous improvement. Inspiring stories, facts and challenges shared openly.”

Jayne Staple  
Inland Revenue



“I like the real-life case study approach to these events; ie having people talk about their own journeys.”

Ken Millar Airbus



**Plus a choice of breakout sessions.**

**Facilitated by**

Jon McEvoy  
Continuous Improvement Manager, GBC Winstone (Part of Fletcher Building)

Adam Bentley,  
National Business Excellence Manager  
Countdown Supermarkets

Glenn Quintal,  
Business Manager  
West Wave  
Aquatic & Recreation Centre

Dr Aruna Shekar  
Massey University

Richard Steel  
Managing Consultant  
S A Partners

Milo Katavic  
Continuous Improvement Manager

### Our Speakers



Chris Butterworth  
MD  
S A Partners



Rob McGee  
Manager  
Leisure  
Auckland Council



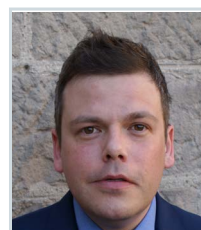
Mark Powell  
Former CEO  
The Warehouse Group



Chris Till  
CEO  
HRINZ



Stephanie Easthope  
Koa Awatea  
Faculty Manager  
Counties Manukau  
DHB



Jonathan Elms  
Dir, Centre for  
Advanced  
Retail Studies

## ☹ Fees

Register before  
**31 July 2016**  
for early bird price

**\$550**

Full Price **\$650**

## Group Discounts

Why not bring your team and  
take advantage of group discounts

Register 5 for the price of 4\* or  
10 for the price of 8\*

\*early bird price  
will apply to bookings



### Networking Drinks

Continue the networking after the Conference - join us for drinks and canapes at the Wine Box Restaurant from 5.00pm. Please reserve your ticket at the time of booking.

**Tickets \$50 per person**

## How to register



Online at  
<http://cimassey2016.eventbrite.com.au>  
and pay by credit card



email [sandie.butterworth@sapartners.com](mailto:sandie.butterworth@sapartners.com)  
for payment by invoice.



The Conference  
qualifies for 8 hours  
CPD credit

### Whats included in your delegate fee?

- Your registration includes access to all the main Speaker presentations and your choice of two of the six breakout streams.
- Drinks, snacks and a buffet lunch will be provided. Please email us in advance if you have any special dietary requirements. Coffee and tea will be available from 8.15am in the lobby area.

### The Venue

Sir Neil Walters Lecture Theatre Building  
Massey University, Albany East Precinct  
Albany Expressway (State Highway 17)

There is free on site parking adjacent to the venue and a regular bus service from the city.



[Link to map](#)

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#### Contact Us:



[www.sapartners.com](http://www.sapartners.com)



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**The Conference Programme**



**Chaired By**

**Dr Jeff Stangl**  
Executive Director Education Partnerships  
Massey University



**Morning Programme**

**08:15am to 9:00am**

**Coffee & Registration**

**09:00am to 9:30am**

**Chris Butterworth, SA Partners - The Essence of Excellence**

Chris will share some of our latest thinking around embedding a culture of enterprise excellence.

**09:30am to 10:05am**

**Mark Powell, Massey University (Former CEO of the Warehouse Group)**

Mark is known as a CEO who significantly reshaped The Warehouse Group, developing a strong customer focused, people centred continuous improvement culture.

Mark now has a portfolio of activities, including being part-time 'CEO in Residence' at Massey University Business School, Non-Executive Director of the major Australian retailer 'The Good Guys' and is involved with a number of not for profit organisations.

**10:05am to 10:45am**

**Rob McGee, Auckland Leisure - 12 months on**

Last year Rob told us about the Leisure Game plan and the engagement of the team to help deliver this. In the next installment of the story so far Rob will share some of the fantastic results achieved and the key lessons learned.

**10:45am to 11:15am**

**Morning Coffee**

**11:15am to 12:00pm**

**Choice of 3 Streams**

**People**  
Cultural Enablers

**Purpose**  
Enterprise Alignment

**Process**  
Continuous Improvement

**Glenn Quintal**

Glenn shares his story of shifting the culture at one of Australasia's largest recreation facility. And his perspective on engaging and coaching his team to achieve long term sustainable improvements through behaviours and leadership.

**Chris Butterworth**

Chris will talk about the Shingo Model for Enterprise Alignment and share some case studies to illustrate this.

**Jon McEvoy**

Jon will talk about his personal and professional journey from merchant banker in London to manufacturing cement in Northland and how the key principles and values of CI remain the same.

**12.00pm-1.00pm**

**Networking Lunch**

## Afternoon Programme

1:00pm to 1:25 pm

### S A Partners Research Excellence Awards

1.25pm to 2.00pm

### Chris Till, CEO HRINZ What is the essence of excellence?

As Chief Executive of the Human Resources Institute, Chris gets to “feel” the pulse of what is happening in the New Zealand world of work.

Chris shares his observations on today’s changing world of work, a 24/7, “always on/more with less” world that is full of challenges. Urbanisation, climate change, economic power shifts, technology breakthrough, cultural shifts, disruption, distraction, digitisation, globalisation, global connectedness, social media frenzy, volatility, uncertainty, complexity and ambiguity.

As an antidote to our busy work lives Chris also shares what can be done to create great places to work by developing an open culture at the heart of employee well being.

2.00pm to 2:45 pm

### Streams

People Cultural Enablers	Purpose Enterprise Alignment	Process Continuous Improvement
<b>Richard Steel and Dr Aruna Shekar</b> How Massey and S A Partners are deploying students to support business improvements and achieving dramatic results.	<b>Mijo Katavic</b> Mijo shares his experience of managing improvement programmes and designing organisational wide implementation programmes, from his career in both public and private sector organisations	<b>Adam Bentley</b> Adam shares his experience on the importance of aligning process measurement and work rosters to ensure value is created for the customer.

2.45pm to 3.15pm

### Afternoon Tea

3.15pm to 3.50pm

### Jonathan Elms - Continuous improvement and industry change

Jonathan will describe and discuss the significant structural and marketplace changes that are occurring in the NZ retail industry, as elsewhere in the world. He will draw on case study examples to examine the challenges and opportunities faced by retailers when attempting to keep up with the pace of change whilst simultaneously implementing business improvement programmes.

3.50pm to 4.25pm

### Stephanie Easthope, Ko Awatea - Faster Cancer Treatment

Stephanie will tell us how she and her team used Rapid Improvement Events at Ko Awatea to implement the new Ministry of Health targets. Improvements in test turn around time, diagnosis and treatment of patients at the centre of their drive to streamline the patient pathway in this life saving program.

4.25pm to 4.40pm

### Speaker Panel Q&A Session

4.40pm to 4.45pm

### Conference Summary and formal close by Chris Butterworth

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Together, the power to improve

