

Continuous Improvement 2017



Massey University
30 August 2017

JOINING INSTRUCTIONS

Last few places available. Register online at <http://cimassey2017.eventbrite.com.au>
up to 5pm on Tuesday 29 August 2017

Thank you for registering, we look forward to meeting you at the Continuous Improvement Conference 2017. Please note the following arrangements

- Registration is from 8.15am. The Conference begins at 8.45am and will end at 4.45pm.
- If your plans have changed and you can no longer make it then you are welcome to nominate a substitute to attend in your place. Please let us know if you are doing so and advise us of their name and contact details before 5pm on the day before the event.
- Your delegate package includes drinks, snacks and lunch. If you have any specific dietary requirements please email richard.steel@sapartners.com before 5pm on 28 August 2017.
- Free parking is available on site, please refer to the attached site map for the car park locations.
- The campus is well served by bus routes. Buses from many parts of the North Shore stop in front of the Atrium building on the East Precinct. This includes buses to the Albany Station on the Northern Busway to Auckland city. Phone Auckland Transport (AT HOP) on 09 366 6400 or go to the AT HOP website for timetables.

The Venue

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

Enter at GATE 1


How to contact us at the venue.

If you have any problems
on the day please call
Richard Steel on
0274 515 298

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Together, the power to improve



The Conference Programme

Chaired By

Dr Jeff Stangl
Executive Director Education Partnerships
Massey University



Morning Programme

- 08:15am to 8.45am** **Coffee & Registration**
- 08.45am to 9:05am **Chris Butterworth, SA Partners -**
Embedding a Culture of Continuous Improvement
Chris will share some of the key insights from his book 4+1 .
- 09:05am to 09.35am **Chris Till, CEO HR Institute NZ - Chartering as a C I Initiative**
Chief Executive, Executive Team member and leader with focus on visionary, strategic and operational Human Resources.
- Chris has a particular passion for developing and sustaining strong workplaces culturally where engaged, happy staff deliver improved customer service, productivity and overall business results because their heart and mind involvement is “in the job”.
- 09:35am to 09.50am **Presentation of MPower Research Excellence Awards**
- 09:50am to 10.10am** **Morning Coffee and networking**
- 10:10am to 10:45am **Farrah Palmer, Director New Zealand Rugby and Te Au Rangahau - Maori Business and Leadership Centre - Massey University**
Creating a culture of respect and responsibility in rugby: A front-row perspective.
Farrah will discuss some of the key issues facing NZR and share some of the strategies she has experienced in terms of changing culture on and off the field as a player and board member.
She will also discuss projects that Te Au Rangahau are contributing to that are around Maori responsiveness in organisational settings, digital technologies and how this may bridge the divide between whare (home) and marae, as well as values-based frameworks from the Maori world that could enhance business culture and leadership.
- 10.45am to 11.20am **Scott Miller - Continuous Improvement Manager and Pat Wright Operations Manager, Mylan (Australia)**
The Mylan Shingo Journey
Embedding ideal behaviours across the whole workforce.
Mylan is a global pharmaceutical business employing over 35000 people world wide. The Australian manufacturing facility is embedding a culture of Continuous Improvement across the entire workforce of over 550 people through key behaviours aligned to the Shingo Principles. Scott and Pat will explain their journey so far, the lessons learned on the way and what next.

10.20am to 12.00 noon **Breakout Sessions - choose 1 of the following**

Paul Salmon - Lean IT

Continuous Improvement in knowledge work

With software becoming more critical in almost all sectors this talk will give you an understanding of how your IT function is working and how you could work with them. You should also take away some of ways CI is tailored to knowledge work.

**Eva Smail
CI Specialist Auckland Leisure**

**Adam Bentley -
National Business
Excellence Manager
Countdown Supermarkets**

Adam shares the journey of how Countdown are transforming their culture and driving continuous improvement by equipping their teams with knowledge, customer conversations and clarity.
“When we engage our team, they are better able to engage our customers”

12.00pm to 12.45pm **Networking Lunch and book signing**

Afternoon Programme

12.45pm to 1.20pm

**Desh Edirisuriya - Operations Manager Fisher and Paykel Healthcare
Reflection on the LEAN journey at Fisher and Paykel Healthcare.**

A continuing journey from difficult beginnings, trying to meet daily production volumes in a fast growing, high-tech, life supporting medical device manufacturing organisation while attempting to change an organisation culture. Learnings from the early days of struggling to get buy-in from senior executives and the struggle to show financial outcomes. Finally successes and demand from the rest of the business to help improve business processes.

1.20pm to 2.00pm

**Susan Martin - General Manager Retail and Business Credit ASB Bank
Sharing the C I Culture Journey at ASB**

Susan's team has been awarded internal "Silver" level maturity recognition and is currently striving towards "Gold" .

2.00pm to 2.40pm

Another opportunity to choose from one of the 3 breakout sessions.

2.40pm to 3.10pm

Afternoon Tea

3.10pm to 3.45pm

David Brougham - Senior Lecturer Massey University

David specialises in the future of work. His research looks at how smart technology, artificial intelligence, automation, robotics and algorithms are changing the workplace. At present, he is looking at how employees plan to adapt to these changes as a result of technological disruption.

3.45pm to 4.20pm

**Dr Morgan Jones - Business Excellence Specialist and Author
How to achieve successful project sponsorship**

Morgan shares insights from his book 'Sponsoring Success'.

4.20pm to 4.40pm

Speaker Panel Q&A Session

4.40pm to 4.45pm

Conference Summary and formal close by Chris Butterworth