



Two-Day Workshop

Tuesday 13 May 2008

Wednesday 14 May 2008

This workshop will illustrate how to improve efficiency, flexibility and service quality in your business, by understanding what your customers really want and implementing 'lean' process improvements.

Attendees will gain an in-depth understanding of lean principles and learn how to implement the methodology to improve both productivity and customer service.



Key Concepts of

Lean Service

Key Concepts

- ✓ Real and 'failure' customer demand
- ✓ Value stream mapping
- ✓ Process time, elapsed time + 'non value add' activities
- ✓ Identifying 'Runners'
- ✓ Standardising processes to enable Runners to flow



Isle of Man

International Business School

Scoil Dellal Eddyrashoonagh Vannin

Key Concepts of Lean Service

Delivery

This two-day workshop will take place at the Isle of Man International Business School from 9.30am to 4.30pm on 13th and 14th May 2008. Delivery will be via PowerPoint, group discussion and a business simulation.

Workshop 14 CPD hours

Day 1

- Introduction to lean principles
- Distinguishing real customer demand from failure demand
- Identifying Runner categories
- Understanding how your processes operate using value stream mapping
- Understanding process time and elapsed time
- Lean Simulation - 'as-is'

Day 2

- Identifying waste: non-value add, value add and sustaining activities
- Applying lean principles to achieve flow in your processes
- Standardising the flow of Runner categories
- Lean Simulation - applying lean improvements
- The importance of right first time
- Identifying benefits

Course Leader

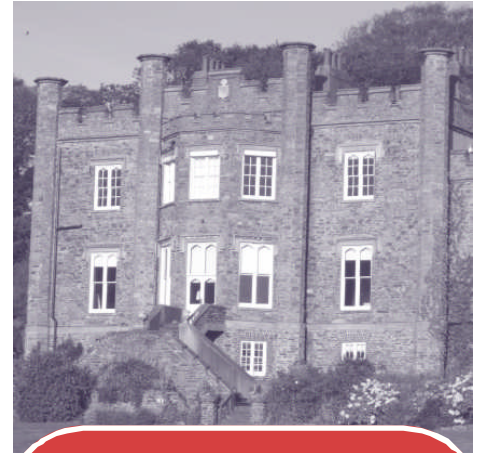
Peter Ginty is a Senior Lecturer in Strategic Management and Operations Management at The IBS. He heads up IBS Consulting and is also a member of our Strategic Management Team.

Peter has over 15 years' consulting experience, managing business transformation programmes for multi-national clients in Europe and the USA. He established the

USA operation of a UK Consulting Practice in 1994 and spent 8 years in America developing and managing large-scale supply chain and change management projects for organisations such as Microsoft, Dell and Pfizer.

Peter has delivered workshops to companies including Microsoft, Pfizer, Eli Lilly, Avery Dennison and Rolls Royce. On the Isle of Man, he has worked on projects for the Department of Trade and Industry, the Police and ISD/Treasury, Royal Skandia and Clerical Medical.

Peter has a BSc in Manufacturing Engineering and an MBA from Manchester Business School.



Apply Now!

Places on this workshop are limited to 15 delegates, so please apply early to avoid disappointment. Please complete and return our application form (attached) as soon as possible.

For more information about this workshop, or Executive Education in general at The IBS, please contact Cheryl Reeday on:

T: +44 01624 693709

E: enquiries@ibs.ac.im

www.ibs.ac.im

Workshop Fee

Per delegate: **£690.00**
including attendance,
lunches, refreshments and
handouts

Application Form

EXECUTIVE EDUCATION



1. The Workshop

Key Concepts of Lean Service Date: 13/14 May 2008

How did you learn about this workshop? _____

2. Personal and Contact Details

Title _____ Full Name _____

Male Female Date of Birth _____

Job Title _____

Organisation _____

Address _____

_____ Postcode _____

Daytime Telephone _____

Email _____

3a. Why do you wish to attend this workshop?

Please include details of any specific challenge or development need that you hope to address during this course.

4. Please give brief details of your current role:

5. Emergency Contact(s)

Name(s) _____

Relationship to You _____

Telephone(s) _____

Data Protection

The Isle of Man International Business School is registered as a Data Controller with the office of the Isle of Man Data Protection Registrar, as required under the Data Protection Act 2002. We will only process data in accordance with this Act for the purposes notified to the Supervisor.

Please complete this Application Form clearly in **BLOCK CAPITALS**.

6. Training and Development Contact

Please provide details of the primary person responsible for Training and Development in your organisation.

Title _____ Full Name _____

Job Title _____

Daytime Telephone _____

Email _____

7. Payment Details

Your Source(s) of Funding:

Self Employer Other _____

Invoicing Details (if different to your address in Section 2)

Title _____ Full Name _____

Job Title _____

Organisation _____

Address _____

Postcode _____ Reference _____

8. Special Needs or Support

Please tick and provide further details as appropriate

- None
- Dietary restrictions
- Medical conditions eg. allergies, epilepsy, diabetes
- Learning needs eg. dyslexia
- Physical disabilities
- Other Please provide details:

9. Declaration

I declare that the information given on this form is correct. I agree to abide by the rules and regulations of the Isle of Man International Business School.

Applicant's Signature _____

Date _____



Isle of Man
International Business School

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Please return completed forms to:

Enquiries and Admissions Team, Isle of Man International Business School,
The Nunnery, Old Castletown Road, Douglas, Isle of Man, IM2 1QB

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