

Operational Excellence

MMTC-West User Group

West Michigan Operational Excellence User Group

Accelerate your operational improvements using a proven process for success.



Overview

Built on the Shingo Model of excellence, The West Michigan Operational Excellence User Group provides you a forum to discuss, share and understand methodologies that maintain and enhance your company's competitive position. The training curriculum incorporates: structured training on the criteria for the OpEx assessment/Shingo model and successful best-in-class enterprise systems, on-line/off-line sharing of experience by both you and us, on-line project tracking for each company, hands-on shop floor activities, and review and feedback on your progress.

Format

- Two people per company participate in each group session
- 8 group sessions – focused on training and project implementation reporting
- Group sessions will be 4 hours in length, every 6 weeks, for a total of 11 months
- Each user group member hosts one session on-site
- In addition to the 8 group sessions, there will be one benchmarking visit as a group to a recognized leader in lean implementation

Results

- Understand the Shingo criteria for operational excellence
- Trained in-house Shingo assessors
- Tour regional best-in-class operations
- Site assessment and feedback
- Online forums for sharing of knowledge and experience amongst members
- Electronic toolkit of forms, tools and resources
- Online operational excellence assessment and report

Requirements

- Participants must host at least one meeting on-site
- Participants must attend all group sessions with completed assignments

Fees

\$1,900 per company

(this includes two employees from the participating company)

* Additional employees may participate at an additional cost.



Michigan Manufacturing Technology Center-West

Session Summary

Session #1: Overview of the Model for Operational Excellence and Establishing Project Charters

This session will cover two fundamental topics - the 10 principles of operational excellence and the 4-step transformation process for imbedding operational excellence principles into the culture of an organization. Project charters will be developed by each company to guide their user group improvement activities.

Session #2: Cultural Enablers

This session will discuss the organizational roles needed for cultural transformation from top leaders to associates. Two principles will be discussed - **Principle #1: Respect Every Individual** and **Principle #2: Lead with Humility**. Eleven supporting principles will be outlined.

Session #3: Continuous Process Improvement - Principle #3: Focus on Process

This session will cover how process thinking is established and tools that help identify process issues such as value stream mapping. A complete shift to understanding that consistent processes will give consistent results. Process focus also helps to effectively guide problem solving efforts.

Session #4: Continuous Process Improvement - Principle #4: Embrace Scientific Thinking

Scientific thinking is a fundamental activity necessary to achieve continuous improvement. A process focused organization lends itself to scientific thinking naturally. This session will outline how to apply various models of scientific thinking to achieve desired results.

Session #5: Continuous Process Improvement - Principle #5: Flow and Pull Value and Principle #6: Assure Quality At The Source

Flow thinking is a primary tool for exposing barriers in an organization. Pull concepts attempt to match the customer demand to the actual rate of production. Through the use of these principles results become more consistent and predictable.

Session #6: Continuous Process Improvement - Principle #7: Seek Perfection

The engine that drives improvement and can energize an organization. Supporting principles include stabilize and standardize processes, relying on data, require direct observation, keep it visual, keep it simple and integrating improvement with work will be explored.

Session #7: Enterprise Alignment – Principle #8: Create Constancy of Purpose and Principle #9: Think Systematically

Creating a vision and then coaching the organization toward that vision using a systematic coaching method and experimentation approach. This session will also highlight “true north measures” and aligning systems and strategy.

Session #8: Results - Principle #10: Create value for the customer

This session will explore measuring what matters, aligning behaviors with performance and identifying cause & effect relationships.

Contact your MMTC-West business development specialist or visit www.rightplace.org/mmtcwest/ to find out more about the many ways we assist small to mid-sized manufacturers as they hone, diversify, build, and lead their operations.



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