JOURNEY TO
EXCELLENCE.co.uk
18th - 19th Nov 2020, Manchester

HEADLINE KEYNOTE
Matthew Syed
Speaker, Broadcaster & Author of five bestsellers including: Black Box Thinking, Bounce and Rebel Ideas.

“Black Box Thinking highlights the need for a growth mindset in life...It advocates for changing attitudes towards failure, and understanding that the only way we learn is by trying things and altering our behaviour based on the results.”

Sir Richard Branson, Virgin Group,

TO BOOK YOUR PLACE CALL
+44 (0)161 298 5556
BOOK BEFORE 31ST SEPT 2020 AND RECEIVE 20% OFF YOUR BOOKING

INSPIRATIONAL KEYNOTES

JOURNEY TO
EXCELLENCE
BEST PRACTICE CASE STUDIES

PRACTICAL WORKSHOPS

FACTORY TOURS & SITE VISITS

SUMMER EVENING BBQ PARTY

CONFERENCE HIGHLIGHTS
TRANSFORMATIONAL KEYNOTE
Chimaobi Enya
Executive Director at Illinois Liquor Control Commission, State of Illinois

CULTURE CHANGE CASE STUDY
Oliver Conger
Managing Director, British Rototherm

BEST PRACTICE CASE STUDY
Mark Donnelly
Operations Director, Serco UK and Europe

DAY TWO SITE VISITS INCLUDING:

amazon

Milbiken.
Matthew Syed is a leading expert in high performance. He has written five bestselling books on the subject of mindset and high-performance, including “Bounce”, “Black Box Thinking” and “Rebel Ideas”.

At Journey to Excellence 2020 he will share how leading organisations are creating a real and lasting high-performance culture for innovation and continuous improvement. He will uncover the best-kept secrets of the world’s most successful teams, bringing insights from psychology, anthropology and data science, whilst drawing on a dazzling range of intriguing case-studies.

He’ll demonstrate how a positive learning culture which reduces or eliminates the fear of failure by confronting and learning from it can dramatically increase learner motivation and the willingness to try new things.

An inspirational keynote for leaders who are looking to create their own culture of performance excellence through continuous learning and growth.

Matthew is a multi-award-winning journalist for The Times and a regularly contributor on Sky, CNN and the BBC. He is also a former England number one table tennis player, representing his country at two Olympic Games and is a three times Commonwealth Champion.

“Black Box Thinking highlights the need for a growth mindset in life...It advocates for changing attitudes towards failure, and understanding that the only way we learn is by trying things and altering our behaviour based on the results.”

Sir Richard Branson, Virgin Group,
Director Enyia was appointed by the Governor of Illinois to lead the Illinois Liquor Control Commission in March of 2018. He oversees all policy, operations, legislative, and intergovernmental initiatives of the Commission.

Prior to serving as Executive Director at ILCC, Director Enyia served as Chief Operating Officer for the Illinois Department of Central Management Services, which manages the administrative operations of the State of Illinois. More recently he served as the Associate Director of the Illinois Department of Revenue primarily focusing on strategic planning, process improvements, data analytics, liquor policy, and management training.

Director Enyia’s efforts were integral in over $200 million in tax fraud prevention over 3 years through use of data analytics, over $1 million in annual cost savings, a 30% increase in employee morale, and an increase in employee productivity equivalent to 1 week of work for 400 employees of the Department of Revenue. Most recently, he successfully led the ILCC’s seamless separation from the Department of Revenue to become a newly formed independent agency.

Director Enyia grew up in the southern suburbs of Chicago. He obtained his undergraduate degrees in Philosophy and Political Science, received a Harvard Senior Executives in State and Local Government certification is a certified Lean 6 Sigma practitioner.
Cultural Leadership and Improvement Transformation

After numerous attempts and subsequent failures at engaging the workforce in continuous improvement, Alison Hartley realised she needed a new approach to win over a sceptical workforce. After attending the JTE 2018 conference, Alison was inspired to start a ‘Cultural Leadership Journey’ focusing on the fundamentals of lean and engaging with employees. In this case-study presentation, Alison will share the approach that over the last two years has boosted efficiency and productivity including:

• Transforming OTD delivery from 60% to 100%
• Revenue recovery of almost £1m
• Key product line who had a legacy backlog of four months cleared to 100% OTD
• Increased output of existing line by 11%

Before E2V Alison spent 10 years in the automotive industry in a variety of Design and Development, Manufacturing and Quality roles. She developed a specialism in Lean Six Sigma, becoming a certified Master Black Belt in 2019.

CASE STUDY

Best Practice Case Studies & Presentations

Tailor make your own agenda through our breakout best practice case study presentations on the areas of Leadership & Strategy, Culture & Engagement, and Continuous Improvement.

CASE STUDY

Alison Hartley
Head of Continuous Improvement
Teledyne e2v

Academic Leadership and Improvement Transformation

After numerous attempts and subsequent failures at engaging the workforce in continuous improvement, Alison Hartley realised she needed a new approach to win over a sceptical workforce. After attending the JTE 2018 conference, Alison was inspired to start a ‘Cultural Leadership Journey’ focusing on the fundamentals of lean and engaging with employees. In this case-study presentation, Alison will share the approach that over the last two years has boosted efficiency and productivity including:

• Transforming OTD delivery from 60% to 100%
• Revenue recovery of almost £1m
• Key product line who had a legacy backlog of four months cleared to 100% OTD
• Increased output of existing line by 11%

Before E2V Alison spent 10 years in the automotive industry in a variety of Design and Development, Manufacturing and Quality roles. She developed a specialism in Lean Six Sigma, becoming a certified Master Black Belt in 2019.

CASE STUDY

Trevor Barr
Plant Manager,
Princes Foods (Edible Oils)

Edward Poska
Manufacturing Manager,
Princes Foods (Edible Oils)

After seven years of experimentation, successes and failures, Trevor Barr and Edward Poska will share the journey on developing a culture of engagement at the Princes Belvedere plant. Now regarded as a high performing and Lean mature plant, they will share with you their key lessons in their journey including:

• Developing Trust: Creating and reviewing the Daily Management System and engaging team leaders and senior managers in Board Walks and Daily Management
• Learning from failure in Autonomous Maintenance, and how engaging cross functional teams impacted on OEE
• How the 5S system became too complex and the challenges faced in re-engaging the workforce in 5S
• Back to front Employee Engagement – how we are benefiting from higher levels of engagement but not the way we would have intended
• Transformation number 2 – taking these lessons and applying the model to plant 2

Visit www.journeytoexcellence.co.uk for the latest conference information and to book your place.
Sarah Black-Smith is passionate about Manufacturing and heads the Factory Operations at the Siemens Digital Industries factory in Congleton since December 2016, having previously been Head of Manufacturing. Sarah has worked for Siemens for 17 years and prior to working in Congleton, held a number of Operational positions within the Siemens Energy business in Lincoln.

Sarah graduated from Loughborough University in 2004 with a BEng (Hons) in Manufacturing Engineering and Management. Sarah has recently completed an MSc in Operations Excellence from Cranfield University.


For over three decades Mark has specialised in the disciplines of Operational Excellence, starting his journey with the best Japanese teachers. As global technical expert at Ford for Lean Product Development, he trained suppliers in Lean Six Sigma and introduced new Lean design and development processes.
Eight years ago, Oliver Conger was faced with a new challenge – leave the corporate world to acquire a 170-year-old manufacturer with his brother. Despite its rich history in designing and manufacturing sensors, the company was in critical need to restructure and modernise in order to survive. With no direct experience in running a company before, Oliver took on the CEO role and embarked on a restructuring and growth strategy. Investments were made in IT, opening new sales offices and new equipment, and although the financials improved, the complexity got worse. He turned to lean thinking and brought in external support to simplify the operation. Progress was very slow and complicated and, in his frustration, came across 2 Second Lean and connected with the its simplicity immediately. Nearly 3 years later, the culture of the business has totally transformed, the employees enjoy coming to work, the business has doubled in size, and the company has developed two new cutting-edge technologies for their products.

**SPEAKER PRESENTATION**

**Transforming Company Culture**

Oliver Conger  
Managing Director,  
British Rototherm

In this speaker session Simon will illustrate:

- The difference in Mental Health and Physical Health approaches in the workplace and developing the right approaches for both
- The iceberg of cost of workplace mental health and its impact on operational and manufacturing effectiveness
- Absenteeism and Presentism, their true cost to employers and developing effective approaches to both
- The Mental Health First Aid action plan

**SPEAKER PRESENTATION**

**Boosting Productivity: Managing Workplace Mental Health**

Simon Osborne  
Mental Health First Aid  
Trainer and Coach

HE’s BACK!  
After delivering the highest rated presentation in the 2019 conference, we have asked Simon to share his insight and knowledge for those who missed it last year, enjoy!  
The cost to UK manufacturing of mental health in the workplace runs into £billions per year. Decreased productivity, moral problems, lack of engagement, absenteeism, presenteeism and safety issues are just some of the signs and symptoms of workplace mental health.

Visit www.journeytoexcellence.co.uk for the latest conference information and to book your place.

BOOK BEFORE 31ST SEPT 2020 AND RECEIVE 20% OFF YOUR BOOKING  
TO BOOK YOUR PLACE CALL +44 (0)161 298 5556
Practical Workshops

Journey to Excellence allows you to learn by doing. During the afternoon of both days you will participate in experiential learning, exploring the key areas that matter to you.

WORKSHOP

Demystifying the Lean journey
- practical lessons from Toyota

Kevin Robinson
Associate Practitioner,
True North Excellence

Kevin Robinson has 29yrs practical experience of manufacturing operations within Toyota Motor manufacturing UK ltd.

Having joined as a maintenance engineer at the start of Toyota’s UK operation and based at the Toyota engine plant in North Wales, he enjoyed a diverse and exciting career exposing him to all key functions within this highly respected manufacturing facility, before stepping into a General management position.

As deputy head of manufacturing operations, responsible for delivering on all key metrics he led power train manufacturing operations through a period of significant challenge, avoiding large scale capital expenditure by securing capacity improvement through a “brains not money” improvement approach.

He was instrumental in setting up the Toyota Lean Management Centre (TLMC) delivering best practice education and coaching support for non-competitive organisations.

Armed with a deep knowledge of the Toyota Production System (TPS) and the Toyota Way, Kevin understands the key leadership behaviours essential for delivering operational excellence into any organisation.

Workshop details to follow...

WORKSHOP

A3 Problem Solving Applied in Non-Manufacturing Environments

Neil Trivedi
Associate Practitioner,
True North Excellence

A highly experienced Strategy and Transformation Consultant and qualified Lean expert, with broad experience across global platforms within the Automotive, Aerospace, Food, FMCG, Transportation, Biomedical, and Public Sectors.

Helping organisations improve their performance by collaboratively tackling complex business problems and designing and implementing solutions that demonstrate tangible benefits to the business. An excellent leader, motivator and manager of people, who communicates well and persuades and influences at all levels within an organisation.

Workshop details to be provided shortly...

Visit www.journeytoexcellence.co.uk for the latest conference information and to book your place.
Delegate comments from JTE2019

David Proctor • 1st
Group Operations Director at Inspired Pet Nutrition
7mo • ⬤

Great event – some really valuable insights and ideas. Got a lot out of today, thank you!

🔍 • 5 Likes | 🔴

Kirsten Elizabeth Selby • 1st
Continuous Improvement Coach at Victrex
7mo • ⬤

A great event. I can’t stop talking about it to my colleagues. I was so thought provoking. I have already started the revolution!!

🔍 • 5 Likes | 🔴

Ifraz Afzal • 1st
Operational Excellence Senior Change Agent Europe at Ingersoll Rand
7mo • ⬤

A great event at Journey to Excellence, with good practices being shared and a lot of learning!

🔍 • 8 Likes | 🔴

Brett Hodgson • 1st
Process Engineer at Multi-Ply Components
7mo • ⬤

Looking forward to beginning the journey into lean manufacturing with thanks to True North and the team. Very insightful and looking forward to the beginning of the adventure! Ant Middleton style 😄

🔍 • 5 Likes | 🔴

James Selby • 1st
Level 2 Business Improvement Techniques ISO 45001 Internal Auditor IOSH WSET 1
7mo • ⬤

This was my first Journey to Excellence conference, and I was blown away. I am new to the world of Lean/CI, but it was an honour to attend with such great minds. Informative and inspiring!! What I found really fantastic was how all the speakers and attendees were so engaging with me in my novice state and gave me so much valuable information 1 on 1. The knowledge I have taken away will be invaluable!! Thank you all. #JTE2019

🔍 • 2 Likes | 🔴
Site Visits - Day two, 19th November 2020

Go, Look, See is a vital part of the learning experience. This is your chance to see companies on their own journey to Operational Excellence, to benchmark your own progress, see new ideas in practice or just experience a different industry or approach.

AMAZON
MANCHESTER AIRPORT

The visit to the Amazon Fulfilment Centre will be a fascinating visit for anyone who wants to see what happens when they click ‘Buy’ on the Amazon website. Built in 2016, the site is highly automated with Amazon Robotics. The tour is a generic tour and NOT focused on Operational Excellence, however attendees will take a close look at the daily job of employees at work. Delegates will observe many of the key processes and technologies of the fulfilment centre (and may even have a go themselves), right through from picking to packing, where items are carefully parcelled up in Amazon’s famous brown boxes before being sent on their way to customers.

MILLIKEN EUROPEAN AIRBAG PRODUCTS

Milliken Company employs almost 7,000 associates across 39 manufacturing facilities. Its north Manchester facility is Milliken European Airbag Products located in a 150-year old mill. This site is a multi award winning factory, winning Best Factory of the Year and World Class Manufacturer of the year. Running over 100 machines the site has invested in laser part profile cutting, converting man made yarns into specialized fabric for use in the highly competitive automotive Airbag market.

Visit topics covered:
Overall Equipment Effectiveness, Visual time-phased Kanban planning system, Continuous Improvement & Engagement

Which functions attended Journey to Excellence

- 30% Operations & Production
- 25% Continuous Improvement/Change & Transformation Leader
- 20% Managing Director /Business Leader
- 10% Engineering & Quality
- 10% Commercial/Human Resources/Finance
- 5% Supply Chain

All conference attendees receive one factory tour as part of their conference booking. Attendees are asked to sign up to their first and second choice tour as soon as possible, as tours quickly fill up. All delegates leave by designated coach on the morning of the 19th November, returning to Old Trafford for lunch and the remainder of the conference.

Book before 31st Sept 2020 and receive 20% off your booking

To book your place call +44 (0)161 298 5556

Visit www.journeytoexcellence.co.uk for the latest conference information and to book your place.
This is an ideal visit for business owners, commercial leaders, engineers and any delegate interested in the commercialisation of Graphene into real-world applications.

Graphene was created at the University of Manchester and is the world's strongest and thinnest material at just one atom thick. A disruptive technology with a wide range of applications from healthcare and aerospace to smart packaging and running shoes.

The visit, hosted by James Baker, CEO of GEIC, will illustrate how GEIC is supporting manufacturers in the commercialisation of graphene and other 2D materials from the lab to the marketplace. The centre uses Lean methodologies to accelerate the cycle time from Design, Make, Validate, reducing time to market, increasing productivity and supporting the development of the graphene supply chain.

Role profile of delegates at Journey to Excellence

<table>
<thead>
<tr>
<th>Role Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managers</td>
<td>50%</td>
</tr>
<tr>
<td>VP's, Directors,</td>
<td>25%</td>
</tr>
<tr>
<td>Functional Heads</td>
<td></td>
</tr>
<tr>
<td>CEO, MD, Plant</td>
<td>20%</td>
</tr>
<tr>
<td>Directors</td>
<td></td>
</tr>
<tr>
<td>Plant Directors</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td>5%</td>
</tr>
</tbody>
</table>

Major Decision Makers

Visit www.journeytoexcellence.co.uk for the latest conference information and to book your place.

BOOK BEFORE 31ST SEPT 2020 AND RECEIVE 20% OFF YOUR BOOKING

TO BOOK YOUR PLACE CALL +44 (0)161 298 5556
DELEGATE FEES

DELEGATE FEES

EARLY BIRD £880.00 +VAT/per delegate
If booked and paid before 31st September 2020

LIST PRICE £1,095.00 +VAT/per delegate
If booked and paid after 31st September 2020

CONSULTANCIES & SOLUTION PROVIDERS
£1,495.00 +VAT/per delegate

THE EARLIER YOU REGISTER THE MORE YOU’LL SAVE!

YOU CAN’T DO THIS ALONE
BOOK FIVE OR MORE AND RECEIVE A 20% DISCOUNT

Need help registering or a enquiry about group discounts? Contact Nicola Corcos on 0161 298 5556 or email nicola@truenorthexcellence.com

Delegate Details

<table>
<thead>
<tr>
<th>Title</th>
<th>Forename</th>
<th>Surname</th>
<th>Job Title</th>
<th>Fees £</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Partner Code

Company Name

Company Address

Tel No. Fax No. Postcode

Email

FOUR WAYS TO REGISTER

1 Telephone: +44 (0)161 298 5556

2 Email: nicola@truenorthexcellence.com

3 Post this form to:
   True North Excellence Ltd.,
   207 Knutsford Road, Grappenhall,
   Warrington, Cheshire, WA4 2QL

4 Book online:
   Visit the course webpage to make secure online credit card payment by visiting www.truenorthexcellence.com/courses

Terms and Conditions

True North Excellence reserves the right to make changes to the programme, speaker or venue should this be necessary. Please note that we might film, record or photograph all, or part of our events. Footage, photography or audio may be broadcast after the event and used in a professional context.

Cancellation Policy: Should you be unable to attend, you are welcome to field a substitute delegate. The organisers (True North Excellence Ltd.) should be informed up to three working days before the departure date. A full refund will be paid if the delegate or his company cancels in writing within 30 days of the event, minus a £200 per delegate enrolment and administration fee. Regrettably we do not provide refunds less than 30 days before the event.

Privacy Policy

The personal information, name, job title, company name, email address, telephone number provided as a result of any course booking will be stored on True North Excellence user database (unless you notify us that you no longer wish us to retain such information, in which case it will be deleted). True North Excellence will only use your personal information to contact you (for example by email, mail or telephone) for those purposes to which you have previously consented on the site. For example, if you register on the site, True North Excellence will email to you True North Excellences monthly email and contact you about relevant products and services offered by True North Excellence or by reputable third parties. You may cancel your subscription to True North Excellences communications at any time. To view the full privacy policy please visit http://www.truenorthexcellence.com/privacy/

Copyright © 2020. All rights reserved