



# LEAN SIX SIGMA

Wednesday 26 November 2008

Active Learning Day: Putteridge Bury Conference Centre, Luton

*How to achieve sustainable improvement and growth through delivering customer satisfaction*

Lean Six Sigma is a business improvement methodology; Lean focuses on speed and efficiency of operation and Six Sigma focuses on quality. By combining the two, the result is better quality, faster.

## **Benchmarks of Lean Six Sigma Leaders**

- Customer service levels: 95-99%
- Customer retention: 90% or more
- Lead times: 1/4 to 1/2 your industry average
- Productivity/throughput improvement: <15% year on year
- Inventory turns: More than 24 per year

Although Lean Six Sigma was developed largely to satisfy the needs of manufacturing industry it is a methodology that can have an enormous impact on service industries, government and local government operations. In fact it applies to any situation where customer facing services need to be delivered efficiently and effectively.

## **Topics covered:**

- Practical introduction to Lean Six Sigma
- The key tools of Lean Six Sigma improvement
- Integrating Lean Six Sigma and risk management
- Practical Lean Six Sigma exercises

## **Who Should Attend?**

- Managers looking to improve their business performance
- Managers with direct accountability for implementing Lean Six Sigma initiatives
- Engineers and improvement specialists interested in delivering real process improvement

## **Why should you attend?**

- Spend some quality time considering how Lean Six Sigma can help you deliver improvement
- Review different approaches to Lean Six Sigma
- Review Lean Six Sigma tools
- Consider the implications of managing a Lean Six Sigma implementation

## **The Trainers**

The Active Learning Day is led by Bob Burton and Bernard Butt who have been running successful training programmes for major blue chip industrial and commercial organisations as well for central government for the past 20 years.

Registration: 9.00 Starts: 09.30 Ends: 16.30



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## Booking Form

### Cost

Best Practice Club members: £299 + £52.33 VAT (Total £351.33)

Non-members: £375 + £65.63 VAT (Total £440.63)

*Discounts are available if more than one booking is made:*

Second booking - 10% discount

Best Practice Club members: £269.10 + £47.09 VAT (Total £316.19)

Non-members: £337.50 + £59.06 VAT (Total £396.56)

Third and each subsequent booking - 20% discount

Best Practice Club members: £239.20 + £41.86 VAT (Total £281.06)

Non-members: £300 + £52.50 VAT (Total £352.50)

### How to book

Please complete and return a copy of this form (one for each delegate) by post, fax or e-mail to:  
Best Practice Club, Atrium Business Centre, Curtis Road, Dorking, Surrey RH4 1XA

Phone: 01306 646555

Fax: 01306 646556

e-mail [suepotter@bpclub.com](mailto:suepotter@bpclub.com)

To book online visit [www.bpclub.com](http://www.bpclub.com)

A VAT receipt and enrolment pack will be sent on receipt of payment. Your payment must be received before the event.

We regret that we are unable to refund registration fees on cancellations. However you may substitute delegates up to 24 hours before the event by informing Best Practice Club by phone or e-mail to [suepotter@bpclub.com](mailto:suepotter@bpclub.com)

### Your details

Mr/Ms/other ..... First name: ..... Last name: .....

Job title: .....

Organisation: .....

Address: .....

..... Postcode: .....

Phone: ..... e-mail: .....

Club members - membership no (if known): .....

### Payment

Cheque - *made payable to Best Practice Club*

Please debit my MasterCard/Visa for £ .....

Card No: ..... Security No: ..... Expiry date: ...../.....

BACS transfer to HSBC Oxted, Surrey RH8 0PJ  
Sort code 40-35-40 Account no: 41393391

Please invoice (State Order number if required as part of your company policy: .....) )

Code: **ALD311**