

> UNDERSTAND. CHANGE. IMPROVE.

LEAN SIX SIGMA BUSINESS EXCELLENCE INSTITUTE

Assisting you to Develop and Enhance
Your Organisations's Capability
For Improvement and Excellence

Build a High Performance Organisation.



LSSBEI.com

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What is Lean Six Sigma?

Lean Six Sigma is the globally recognised best practice methodology for business improvement.

Organisations from across all industry fields, large and small, have successfully used this disciplined, evidence-based approach to achieve and sustain high levels of performance.

Lean Six Sigma has been effectively deployed to:

- **Improve Customer Satisfaction & Loyalty**
- **Generate New Markets**
- **Improve Revenue & Margins.**
- **Improve Productivity in Business Related Processes: Reduce Cycle Times, Waste & Costs**
- **Expand Capacity-Releasing Capital**
- **Manage & Deliver Measurable & Sustainable Improvement.**

What is Organisational Excellence?

Business excellence is the systematic and holistic approach for assessing and improving organisational performance.

Its goal is to optimize operations based on principles of customer focus, stakeholder value, and process management.

Business Excellence helps to focus and integrate all areas of organisational strategy required to help an organisation to be high performing:

- **Leadership & Innovation**
- **Strategy & Planning**
- **Data, Information & Knowledge**
- **People & Teams**
- **Customer & Market Focus**
- **Processes, Products & Services**
- **Business Results**

"Improvement needs to be in the mindset of the leaders and managers of our teams. It needs to be part of the organisational DNA. It needs to be in our bones!"

Jack Welch | Former CEO of General Electric
Pioneer of developing a culture of organisational improvement and business excellence

Who are our Customers?

Successful organisations employ a systematic and disciplined approach to continually improve, transform themselves and renew their energy and focus. Therefore they are able to respond to their customers' ever-changing set of requirements, and to an increasingly demanding business environment. They develop and implement improvement effectively, empowering their people's creativity, and reducing operating costs.

What are our Reasons for Existing? (Our Mission)

At LSSBEI we are committed to partner with our clients' organisations in assisting to develop a strategy and a structure for achieving sustainable improvement in key aspects of organisational performance: customers, employees, business processes, financial results. This is pursued in a measurable, methodical and sustainable manner. Our mission is to help our clients develop significant and sustainable improvements, setting them on the path to achieve organisational excellence.

Our Differentiating Characteristics

Our training and consulting methods are highly experiential, using materials, examples and data from our clients' organisation and industry. Participants are involved in interactive practical (and often fun!) projects and exercises.

Typically, during our training, 20-30 participants are working in 4 to 6 small teams under the mentoring and guidance of our expert facilitators: 1 facilitator for every small team. As such we employ a high ratio of facilitators to participants (usually 1 to 5).

Our facilitators role-model the improvement specialist team leader for the small teams they facilitate. This method of intense small group facilitation has proven to be, over the years, a key successful outcome for our clients, and a great positive differentiator in the way the participants experience our training workshops.

Directors

Alan Skinner

Long-standing recognition as an authority on Organisational Improvement and Business Excellence. Chairman of the Australian Business Excellence Framework Development Committee. Teaching Organisational Excellence in the University of Technology Sydney's MBA program. Certification, Coaching and Mentoring of Improvement Specialists.

Daniel Ionita

Organisational Improvement consultant with significant expertise in both Asia-Pacific and Europe. Expertise in Organisational Psychology, Group Dynamics and Change Management. Program Development, Certification, Mentoring and Coaching of Black Belts and Green Belts. Experience in Banking, IT, Medical, Education, Food, Manufacture, Defence, Not For Profit.

LSSBEI Offerings

Training Services - Organisational Excellence

1 Day: Introduction to Organisational Excellence	One day introductory workshop to understand the structure and application of the Organisational Excellence Framework at a strategic level.
3 Days: Organisational Excellence Assessment	Hands-on workshop will equip participants to understand and practice the assessment method for all categories of Business (Organisational) Excellence.
5 Days: Developing a High Performance Organisation	Detailed examination of Business Excellence models, practices and tools to drive sustainable high performance. Follow up modules by category available.
3 Days: Leading High Performance Teams	This workshop helps develop leaders' skills in creating and sustaining high performance teamwork. A parallel workshop is available for teams.

Training Services - Process Improvement / Lean Six Sigma

1 Day: Lean Six Sigma Foundations	Introductory experiential understanding of improvement methods and tools
2 Days: Leading for Improvement	a) Understand & assess leadership practices that drive and sustain continuous improvement; b) Plan key improvement initiatives & capability development
2 Days: Lean Rapid Improvement Methods (KAIZEN)	Practical workshop for leading less complex improvement projects in a time-efficient manner focusing on the Lean methodology and tool set.
5 Days: Lean Six Sigma Green Belt Training (Black Belt 1)	Equip participants to lead moderately complex improvement projects using the core Lean Sigma methodology and tools. Green Belt Certification available.
10 Days (2x5): Lean Six Sigma Black Belt Training (st. 2 & 3).	Building on BB stage 1, program equips improvement project managers to lead complex improvement programs across an organisation. Certification available.

Consulting Services

Organisational Excellence Assessment, Planning and Implementation	Assessment of organisation against whole Business Excellence Framework or by category. Develop improvement plan to address results.
Leading for Improvement	On-site assessment & coaching for Leaders using Business Excellence practices
Strategic Consulting	Develop Value Propositions for key market/stakeholders. Develop strategic Value Stream Designs, Experience Design and Improvement Planning
Customer Satisfaction & Loyalty	Analysis of customer feedback (external or internal). Develop customer experience matrix and design. Develop the plan for improvement.
People	Employee satisfaction measurement, analysis and improvement planning
Process Management & Improvement	Evaluation of process capability & process management maturity. Process standardisation and improvement using statistical process control, lean management techniques (5S, visual management, error proofing etc)

Current and Past Customers



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