

Distinct sponsors the Lean Leaders Convention

LONDON 2010

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LEAN LEADERS MEETING

5-7 JULY, 2010 | CCT VENUES,
CANARY WHARF, LONDON

This highly energising, 2 day open discussion forum provided an excellent information sharing platform for worldwide process excellence leaders to go past the tools and techniques, and drive straight to the heart of enabling and embedding Lean within their global business operations and culture. There were in excess of 40 company representatives along with Consultancy experts in attendance from a wide range of industries including Insurance, Banking and the Public Sector.

The roundtable discussions and leader-to-leader debates centred on addressing the most critical Lean deployment challenges facing organisations in today's tough economic climate such as translating strategy into organisation-wide deployment and engagement. Various deployment models practiced in different sized organisations were explored with the key lessons learned shared.

Also as part of the event, delegates could seek advice from the expert consultancy support present. Distinct's LSS Black Belts and Industry specialists held one to one meetings with Lean Leaders from a number of Financial Services organisations such as Credit Suisse, Nordea Bank and Barclays. These meetings proved highly beneficial and insightful and some of the common themes, challenges and outcomes included:

- o **Current focus is on using Lean to drive growth in addition to cost reduction**
- o **Now that cost reduction targets have been delivered in recent years, the challenge is to demonstrate the wider application and benefits of Lean, particularly pertaining to the customer**
- o **Sustaining programme benefits is a key challenge for organisations following programme completion**
- o **It is of primary concern to identify the best deployment model for the organisation to ensure it will deliver the benefits predicted**

The application of Lean within manufacturing has been ongoing now for over 60 years. It was widely acknowledged that Lean in the service industry is still in a relatively early stage and that there is much potential for its refinement within service organisations over the coming years.

Some key lessons shared around implementing and managing a lean culture within an organisation were:

1. **Get the right people involved and foster true employee engagement**
2. **Identify who your champions for change are within the organisation**
3. **Always remain enthusiastic**
4. **Keep learning from your mistakes**
5. **Most importantly don't give up – you will eventually succeed**

One memorable quote from the event that illustrates the significance of point no 1 - true employee engagement on a Lean deployment journey reads:



"You may see a brush in the picture on the left, but in 1968 – Joe Saltezer, a cleaner working for NASA, saw it differently. When asked by a visitor what he did, he replied, I'm helping to put a man on the moon!"

True Lean requires true employee engagement.

If you require any Lean Six Sigma consultancy support please contact:

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