



# Management System Workshop

FOR SENIOR OPS LEADERS



Learn what it takes to build a lean management system that delivers clear financial results during this intensive two-day workshop for operating executives.



**OCT 1-2, 2019**

**Sheraton Düsseldorf Airport Hotel**

Terminal-Ring 4, 40474  
Düsseldorf, Germany  
Tel: +49 211 41730

[Make your hotel reservation](#)

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**DAY 1**

Runs from 8:00 am to 5:00 pm and includes a light breakfast, lunch, and group dinner at Deck 5, the Sheraton.



**DAY 2**

Runs from 8:00 am to 4:00 pm and includes a light breakfast and lunch.



**COST**

€1,500 per person. Receive a 10% discount when you register two or more people from the same company.

## An effective Lean Management System Will Get You the Business Results You Demand.

If your investment in continuous improvement is not generating significant and sustainable growth for your business, then it is time to put your management system through its paces. At our two-day intensive Management System Workshop, presented by TBM Consulting Group, you will learn why your management system is not working the way you need it to. Moreover, you will discover how to get it into its best shape ever to deliver the impact your business needs quickly.

### WHO SHOULD ATTEND?

- COOs
- Vice Presidents of Manufacturing, Operations, Supply Chain, or Lean/Continuous Improvement
- Directors of Operations

### WHAT YOU'LL LEARN?

- The fundamentals of an effective lean management system
- Root causes of management system failures and shortcomings and how to avoid them
- The strengths and weaknesses of your existing system
- Proven techniques for adopting the right management practices and driving behavioral change
- Teaching and coaching strategies to get your entire team on board

**DAY 1: October 1<sup>st</sup>, 2019 | 8:00 am – 5:00 pm**

Time	Overview	Topics Covered
8:00 – 9:30 am	<p><b>SYSTEM STRUCTURE, ALIGNMENT &amp; CONNECTIVITY TO FINANCIALS</b></p> <p>Management system overview &amp; high-level structure, expected impact &amp; importance, examples, and why you may need to adopt or adjust /improve effectiveness of your current system. How to ensure alignment from strategic objectives and translate into annual operating plans (AOP).</p>	<ul style="list-style-type: none"> <li>• Introductions</li> <li>• Expectation Setting</li> <li>• System Structure</li> <li>• KPI setting &amp; alignment</li> </ul>
9:30 – 12:00 pm	<p><b>BUSINESS CONTROL</b></p> <p>Review of the management processes that you must follow in order to drive business control. How to use a business control centre for running meetings, engaging departments, and reviewing progress.</p>	<ul style="list-style-type: none"> <li>• Business Control, Tier Process</li> <li>• Break</li> <li>• Business Control Meeting Best Practices</li> <li>• Exercise: How to run a business control meeting</li> </ul>
12:00 – 12:30	Lunch	
12:30 – 4:55 pm	<p><b>ABNORMALITY MANAGEMENT &amp; PROBLEM SOLVING</b></p> <p>How to create a process for abnormality management, which includes tools, and technology for diagnosing root causes of problems, problem solving, escalation, and sustainment. Standardised roles and responsibilities for problem identification and course correction.</p>	<ul style="list-style-type: none"> <li>• Abnormality Management &amp; Problem Solving</li> <li>• A3 Introduction</li> <li>• Break</li> <li>• Exercise: Problem Solving</li> </ul>
4:55 – 5:00 pm	Pulse Check / Adjourn	
6:30 pm	Casual Group Dinner	<ul style="list-style-type: none"> <li>• Deck 5, the Sheraton</li> </ul>

**DAY 2: October 2<sup>nd</sup>, 2019 | 8:00 am – 4:00 pm**

Time	Overview	Topics Covered
8:00 – 8:15 am	Pulse Check Review	
8:15 – 12:00 pm	<p><b>MANAGEMENT BEHAVIORAL BEST PRACTICES</b></p> <p>How to formalise systemic management behaviours to ensure execution of the important things. Understand required management behaviours, how to teach, coach and mentor vs. direct and do. Understand leadership standard work best practices. How to become a learning organisation and drive effective execution down into the organisation.</p>	<ul style="list-style-type: none"> <li>• Layered Auditing and Gemba Coaching</li> <li>• Break</li> <li>• Leadership Standard Work</li> <li>• Exercise: How to Practice Leadership Standard Work</li> </ul>
12:00 – 12:30	Lunch	
12:30 – 1:30 pm	<p><b>GOVERNANCE</b></p> <p>How to ensure that the organization is aligned. Steering committee role and structure.</p>	<ul style="list-style-type: none"> <li>• Steering Committee</li> </ul>
1:30 – 2:45 pm	<p><b>TRACKING BASELINE PERFORMANCE</b></p> <p>How to identify gaps and improvement priority areas in your current system. TBM will review their diagnostic approach and provide examples of how other companies have used the assessment to create a go-forward improvement plan.</p>	
2:45 – 3:00 pm	Break	
3:00 – 4:00 pm	Wrap-Up / Adjourn	

## Your TBM Management System Workshop Instructors



**JOHN WYNNE**  
Managing Director Europe,  
TBM Consulting Group

John Wynne is the Managing Director of TBM Consulting Group Europe. His career expertise includes deep knowledge of operational performance improvement, site transitions, acquisition integration and supply chain management.



**MARC TURPIN**  
Managing Director and  
Client Relationship Manager,  
TBM Consulting Group

Marc Turpin is an experienced financial and operations executive with a record of success in growing businesses and managing turnarounds. Throughout his career, Marc has leveraged superior leadership skills and operational excellence to build cohesive global operations and to deliver superior financial performance in support during growth periods or in times of economic crisis.

## HOW YOU'LL WIN?

When your lean management system is in shape and operating the way it should, your organization can:

- Establish strategic objectives at every level
- Deploy goals and action plans for executing strategy
- Align KPIs with daily work
- Measure performance and create a problem-solving culture to stay on track
- Develop leaders capable of leveraging the full abilities of every member of the team

Ultimately, your management system can and should accelerate the achievement of strategic goals and help you sustain the financial gains you make. Management System Workshop helps make that happen fast.

## ACCOMMODATIONS

Hotel accommodation is available at the venue.

**Register now** or contact John Wynne at [jwynne@tbmcg.com](mailto:jwynne@tbmcg.com) and get your lean management system in shape to deliver the results you need.

## SPEED WINS EVERY TIME

TBM specializes in operations and supply chain consulting for manufacturers and distributors. We push the pedal down in your operations to make you more agile and help you accelerate business performance 3-5x faster than your peers.

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