

Are you prepared to change the way you think?

The 'Systems Thinking' approach challenges current management thinking and the way we manage the work in our organisations.

- Discover how public sector services have significantly improved their levels of performance
- See how a financial service organisation achieved a 400% improvement in productivity
- Find out how a leading utility went from bottom to second in the customer satisfaction league table in only six months

Who should attend this programme:

- Private and Public sector leaders needing improve services
- CEOs, Board Members, Heads of Service, Senior Managers
- Manufacturers looking to improve the service side of their organisations

On this four day programme you will:

- Identify scope for improving service, improving revenue and reducing costs for your organisation
- Learn an exciting new approach to improve your business or organisation which challenges conventional thinking
- Apply what you learn to your workplace immediately, increasing efficiency and customer satisfaction
- Discover the opportunity to eliminate waste and its root causes from your organisation
- Unlock the potential to transform your service to become the most effective and efficient in your sector

Vanguard's new 4 day course, designed to take Organisational Leaders who are Systems Thinking beginners straight into the work to learn about the waste in their organisation and how to remove it!

About the programme

The Toyota System is an economic legend in its own lifetime. The secret of Toyota's success is that it is a system – a system designed to produce cars at the rate of demand. Many manufacturers have tried to emulate Toyota by using their 'tools', however, if you don't understand how to manage the organisation as a system, you will fail.

Seddon's unique contribution has been to chart the way for managers of service organisations to understand their organisations as systems. And that leads to fast change of enormous proportions, with results that managers would never have conceived as achievable. Every leader's ambition is to deliver their service as efficiently as possible, this course provides the methodology.

Vanguard has developed an exciting programme which offers a different approach to service improvement, by applying Seddon's 'Systems Thinking'.

The 'Systems Thinking' approach challenges traditional management thinking and the way work is designed and managed in organisations.

Running over one month with one full seminar day per week you'll have the opportunity to learn new skills and approaches for understanding and transforming your organisation. This can lead to an enhanced service, reduction in costs and improved morale.

Book your place now!

Please complete the form overleaf.

