

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.

What we will cover

The programme runs over a four week period with one full day seminar per week.

Seminar Day 1 – Introduction to Systems Thinking, the basics

Topics include:

- Distinctions between conventional and 'Systems Thinking'
- Why 'lean tools' fail to deliver sustainable change
- The Toyota Production System and 'Systems Thinking'
- Introduction of the Vanguard model
- System conditions as causes of inefficiency
- 'Back at work' learning, taking customer demand and understanding Purpose from a customers' perspective

Seminar Day 2 – Measurement and Flow

Topics include:

- Understanding variation in demand
- Measuring variation – how you do it
- Turning data into information
- Deciding what to measure
- Introduction to building flowcharts
- 'Back at work' learning, building capability of service models based on what matters to customers, mapping flow from a customers' perspective

Seminar Day 3 – Pulling all the Learning Together to Understand the System

Topics include:

- Interpreting capability
- Realising the opportunity of considering the whole system
- Tackling the fundamental causes of waste
- Back at work' learning, discussing your findings in the workplace to your peer group

Seminar Day 4 – Intervention and Strategy

Topics include:

- Influencing others to challenge their thinking
- How organisations learn
- Intervening to solve problems
- Strategic opportunities based on operational learning
- Q and A on next steps

Supporting you

To support you on the programme you will have access to Vanguard Consultants and the opportunity to engage with managers and professionals from different organisations.

JOIN US and find out how systems thinking will change the way you think!

Dates:	Time:	Location:	Cost per delegate
Thursday 7th October Thursday 14th October Thursday 21st October Thursday 28th October	9.30am - 4.30pm	The Waterton Centre, BRIDGEND	Four day sessions £495 + VAT

Name: _____ Company: _____

Address: _____

Postcode: _____ Tel: _____ Email: _____

To book call: 01280 822255 during office hours or visit:
www.systemsthinking.co.uk
alternatively complete this form and email to info@vanguardconsult.co.uk or fax 01280 822266 or post to:

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1 Nelson Street,
Buckingham,
MK18 1BU**

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Expiry date: CCV: 3 digits on reverse of card

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