

# An Introduction to The Vanguard Method:

## A better way to make the work work

**The Vanguard Method challenges current management thinking about how to design and manage organisations in order to improve performance.**

### Who should attend this programme?

Public, Private and Third Sector Leaders needing...

- ... to DELIVER outstanding service to their citizens
- ... while CUTTING costs
- ... and IMPROVING morale
- ... through a METHOD for sustainable change

**Delivered by an expert Vanguard Wales consultant, on this ONE DAY programme you will learn:**

- Why traditional management approaches make things worse
- Why targets, inspections and specifications impair performance
- The importance of good measures
- How to approach re-designing your system

The Vanguard Method helps leaders to change their approach to the design and management of work in their organisations.

The consequences are improved service to customers at a reduced cost and improved morale within the organisation.

Vanguard has pioneered the translation of Taiichi Ohno's Toyota Production System for service organisations so that they are able to absorb the great variety of customer demand.

The Vanguard Method transfers expertise to people (managers and staff) through intervention theory (how you make a change) and systems theory (how to analyse and design work) resulting in fast and sustainable change.

Attend this one-day introductory session to learn more about the Vanguard Method and how you can determine those first steps to transform your organisation and improve performance.

**JOIN US** and find out how The Vanguard Method is transforming organisations.

#### Date:

Thursday 29th March 2012

#### Time:

9.30am - 4.30pm

#### Location:

The Waterton Centre, BRIDGEND

#### Cost per delegate

£95 + VAT

Name: \_\_\_\_\_ Company \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Tel: \_\_\_\_\_ Email: \_\_\_\_\_

#### To book:

please complete this form & email to:  
info@vanguardconsult.co.uk  
or fax 01280 822266 or post to:

VANGUARD



**Vanguard,  
Villiers House,  
1 Nelson Street,  
Buckingham,  
MK18 1BU**

I enclose a cheque for £..... made payable to Vanguard

Please invoice me. Order No:..... Signed:.....

Please debit my: Mastercard  Visa  Switch  Switch Issue no.

Card no.

Expiry date:     CCV:    3 digits on reverse of card

#### Cancellation

If you need to cancel your reservation, we must have your cancellation in writing not less than 28 days before the workshop. We will give you a complete refund less a £15 administration fee. We regret that cancellations received after that date cannot be refunded; however we would welcome a substitution.

Data protection: We will not pass your details on to any third parties. Vanguard would like to keep you up-to-date with its products, services and events. If you do not wish to receive this information, please tick here