

# An Introduction to Systems Thinking:

## A better way to make the work work

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

Who should attend this programme?

*Public 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*

Vanguard helps organisations change from a **Command and Control** to a **Systems Thinking** approach to the design and management of work.

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 into a **Systems Thinking** organisation.

**Book now and find out how Systems Thinking is transforming organisations across all sectors.**

Date:	Time:	Location:	Cost per delegate
Thursday 23rd Sept 2010	9:30am – 4:30pm	St David's Park, Deeside	£95 (+VAT)

Name:..... Company:.....  
Address:.....  
Postcode:..... Tel:..... E-mail:.....

### To book:

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

- 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



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

### 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 it's products, services and events. If you do not wish to receive this information please tick here