

# Advanced Value Stream Design

## *for Operational Excellence*

A four-day event on the principles of Operational Excellence and how they apply to business processes and complex manufacturing environments.



institute *for*  
operational  
excellence

**February 9-12, 2015**  
**Hilton Houston Post Oak**  
**Houston, TX USA**

## When

February 9-12, 2015

## Where

Hilton Houston Post Oak  
2001 Post Oak Blvd.  
Houston, TX  
USA 77056

## Who Should Attend

Operations personnel,  
including:

business owners, presidents  
and CEOs

vice presidents

directors

managers

engineering

product development

continuous improvement

inventory control

quality control

supply chain

production control

sales

marketing

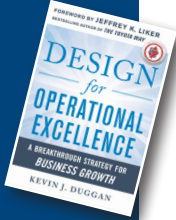
human resources

finance and accounting

customer service

## Why You Should Attend

- Find out how to achieve Operational Excellence and grow your top line as well as improve your bottom line, as explained in the Shingo award-winning book, *Design for Operational Excellence*, authored by IOE founder Kevin Duggan.
- Instead of an endless journey of eliminating waste, hear how to move your lean program forward to achieve Operational Excellence in months, not years.
- Learn the advanced tools to design self-healing, autonomous value streams that flow at the rate of customer demand in complex manufacturing environments, including oil and gas equipment, aerospace/aviation, MRO (Maintenance Repair and Overhaul), industrial products, and consumer goods.
- For non-manufacturing companies, such as engineering, banking, IT, health care and more, understand the nine guidelines for creating true value stream flow in the office to streamline information flow, cut lead time for the service, and significantly reduce the number of meetings required.



## Agenda

### Day One: Monday, February 9, 2015

**8:00am - 10:00am: Achieving Operational Excellence for Real Business Results**

**OPENING KEYNOTE BY KEVIN DUGGAN, SHINGO AWARD-WINNING AUTHOR**



The ability to implement and maintain improvement initiatives like lean and six sigma is essential for eliminating waste, reducing costs, and increasing output. But what often results is an improve-sustain-improve-sustain pattern. Rather than endure a never-ending journey, this presentation will show attendees how they can “jump” their improvement efforts and grow their business simply by setting a destination of Operational Excellence and following the step-by-step process to achieve it – illustrated with real-world case studies.

**10:00am - 2:00pm: Value Stream Design for Operational Excellence**

(12:00pm - 1:00pm: Break for Lunch)

This lean workshop teaches how to design a value stream that utilizes flow to achieve Operational Excellence. Through the use of a current state map, which illustrates “a day in the life of a part,” this workshop allows participants to see the flow of value to the customer. From there, the workshop will cover how to construct a future state map to build a lean flow, the first step toward Operational Excellence, using guidelines such as takt, finished goods strategy, continuous flow, FIFO, pull, scheduling one point, interval scheduling, and pitch. The workshop concludes with outlining the beginning steps of an implementation plan.

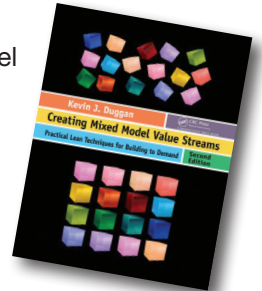


## Learning Objectives

- Learn how to design end-to-end value stream flow.
- Find out how the eight guidelines of flow apply in many different industries such as oil and gas and aerospace.
- Understand how to identify the “Pacemaker Process” (the single point where we schedule) and shared resources in the value stream, and how to connect these processes in flow for customized products.
- See how to develop a future state value stream map that not only creates value stream flow, but achieves Operational Excellence.
- Learn how to create an implementation plan for achieving Operational Excellence in months, not years.

## 2:00pm - 5:00pm: Creating Mixed Model Value Streams BASED ON THE BEST-SELLING BOOK BY KEVIN DUGGAN

This session takes the concepts of value stream design to the next level by teaching participants the method for creating flow in factories that have a high complexity of products, demand, and shared resources. By learning how to apply lean principles in a high-variety environment and understanding product family selection in complex environments, students will understand how to create a value stream of multiple product flows at the pull of the customer. Attendees will also learn how to design and schedule the pacemaker process for value stream flow in these complex environments.



## Learning Objectives

- Determine true product families in complex manufacturing environments.
- Design value stream flow in a mixed model environment.
- Calculate takt time and takt capability for a mix of products with different volumes.
- Determine the interval at the pacemaker for a mix of products.
- Understand techniques for balancing flow at the pacemaker.
- Develop pitch and visual management for large equipment build.
- Understand the use of mix logic charts to level production for custom built products.

## Testimonials from previous events

“The workshops were exceptional and provided hands-on training for attendees.”

Caterpillar Inc.

“Now and again you attend a workshop that exceeds your expectations and blows you away. Thank you, this will certainly make a difference!”

Schweppes Australia

“Excellence and useful content in this course!”

Jabil

“Kevin’s opening keynote was mind challenging.”

European Manufacturing  
Strategies Summit

“Excellent teaching ...  
eye-opening.”

Ohio State’s Masters of  
Business Operational  
Excellence Program

## Day Two: Tuesday, February 10, 2015

**8:00am - 3:00pm: Creating Mixed Model Value Streams  
(continued from Day One)**  
(12:00pm - 1:00pm: Break for Lunch)

### 3:00pm - 5:00pm: Creating Flow Through Shared Resources

In this technical class on designing value stream flow for machine/fabrication shops, participants will delve into the newest techniques to implement flow that achieves Operational Excellence in the difficult and complex environment of shared resources. This class will cover the difference between product families and process families along with different FIFO techniques such as sequenced FIFO and Offset Scheduling. It will also address advanced concepts such as balancing flow at shared resources. Attendees will leave prepared to create flow for custom component build to supply downstream assembly or customers the parts they need, when they need them.

#### Learning Objectives

- Determining product/process families.
- Setting intervals for a various mix of parts produced through shared resources.
- Calculating branch takt time at shared resources to support downstream flow.
- Using multiple FIFO lane systems to create flow through shared resources.
- Understanding different techniques to handle batch processes such as “flight schedules.”
- Sequencing work through upstream resources to match downstream production.



## Day Three: Wednesday, February 11, 2015

**8:00am - 5:00pm: Creating Flow Through Shared Resources (continued from Day Two)**  
(12:00pm - 1:00pm: Break for Lunch)

## Day Four: Thursday, February 12, 2015

**8:00am - 5:00pm: Value Stream Flow in the Office for Operational Excellence**  
(12:00pm - 1:00pm: Break for Lunch)

In this session, participants will learn the design guidelines to create lean value streams in office/business processes. Whether an office provides complex engineering designs, financial information, IT services, health care plans, or other services, this class will explain how to apply in-depth principles such as process family matrices, binary connections, processing cells, work-flow cycles, integration events, pitch, and other techniques to create lean value streams that achieve Operational Excellence in the office based on the book, *The Office Grows That Your Business*. Participants will leave ready to create flow in their own office, design processes for seeing when flow has stopped, and develop methods for regaining flow without management.

### Learning Objectives

- Learn the principles that create Operational Excellence in any business processes.
- Find out how to design an office that flows value to the customer and achieves Operational Excellence.
- Learn how to design an office to deliver a service seamlessly, without management intervention.
- Learn how to eliminate meetings and use the saved time to work on offense – or activities that grow the business.



## About the Institute for Operational Excellence

The Institute for Operational Excellence is an educational center providing knowledge, training, and innovative products to enable companies to achieve Operational Excellence and business growth by leveraging their high-performance operations. The Institute also serves as an academic resource for organizations and individuals interested in learning about what really makes a true lean enterprise that can sustain Operational Excellence. Our global, multilingual faculty members have diverse backgrounds in industries such as oil and gas, aerospace/aviation, medical, industrial, consumer goods, and more.

## Pricing

There are three pricing options for this event:

### Manufacturing & Lean Office Track

Five sessions, four-day enrollment

**Registration includes:**

- Admission into **all five sessions**

- Copies of three books:

*Design for Operational Excellence: A Breakthrough Strategy for Business Growth*

*Creating Mixed Model Value Streams*

*The Office That Grows Your Business - Achieving Operational Excellence in Your Business Processes*

- Breakfast, lunch, and refreshments during breaks

- Business Process Flow Kit (Travel Edition)

- Materials for each session



Price: \$2,250

### Manufacturing Track

Four sessions, three-day enrollment

**Registration includes:**

- Admission into the opening keynote session:

*Achieving Operational Excellence for Real Business Results*

**and three manufacturing workshops:**

*Value Stream Design for OpEx*

*Creating Mixed Model Value Streams*

*Creating Flow Through Shared Resources*

- Copies of two books:

*Design for Operational Excellence: A Breakthrough Strategy for Business Growth*

*Creating Mixed Model Value Streams*

- Breakfast, lunch, and refreshments during breaks

- Materials for each session

Price: \$1,650

### Lean Office Track

One session, one-day enrollment

**Registration includes:**

- Admission into the session:

*Value Stream Flow in the Office for Operational Excellence*

- Copy of the book:

*The Office That Grows Your Business - Achieving Operational Excellence in Your Business Processes*

- Breakfast, lunch, and refreshments during breaks

- Business Process Flow Kit (Travel Edition)

- Materials for the session

Price: \$600



Each track includes one or more of the following books:



## How to Register

Registration is available online at [www.instituteopex.org](http://www.instituteopex.org) or by [clicking here](#).

## Questions?

Please contact Liz Duggan at [eduggan@instituteopex.org](mailto:eduggan@instituteopex.org) or at 401.667.0117