

Lean Reliability Leadership

A two day seminar for Site and Executive Management on driving improved profitability and capacity through enhanced Maintenance and Operations practices

As the Leadership Team, you are responsible for delivering a Return on Total Assets (ROTA) in your facilities and organizations. The return is accomplished by eliminating waste and driving inefficiencies out of your operations.

In setting the strategic direction, have you linked profitability to reliability?

Have you created the right cultural climate to breed success and synergies between the various partnerships that need to exist for improved reliability?

This seminar will not only inform, but challenge many aspects on the operation of your facilities.



Feb 17 - 18, 2009 - Dallas, TX

Feb 19 - 20, 2009 - Nashville, TN

Mar 5 - 6, 2009 - Jacksonville, FL

Mar 31 - Apr 1, 2009 - Baltimore, MD

**Enroll Today! Call Anne at (843) 814-1114
or online at www.peopleandprocesses.com**

Lean Reliability Leadership is a two day seminar designed to assist you in developing a cohesive reliability strategy that links profit and capacity by understanding the impacts of design, materials management, procurement, maintenance and operations. Not only will you learn about the issues but you will also learn the tools required to implement a successful strategy and when to apply them.



Introduction to Lean Reliability Leadership



To those who lead,

The intent of the 2 day Lean Reliability Leadership is to help you better understand and apply the concepts of Lean Reliability in your organization, linking them to business results, increased capacity, and ultimately, greater profitability. You can achieve all of these things and at the same time create a strong vibrant workplace for your people.

After many collective years teaching similar seminars with organizations like Clemson University and others, Dave Bertolini and I have expanded the content in the Lean Reliability Leadership seminar based on your feedback. You asked for more inclusion of the functions that affect Reliability. Too often, issues around Reliability are viewed solely as a Maintenance thing. Those who walk in the trenches know that many different functions such as Operations, Materials Management, Procurement, and others have a direct and indirect impact on the success of all Reliability efforts.

Before becoming a consultant, I was a practitioner for most of my 25+ year career. I have personally led a successful partnering change effort to drive reliability which in turn increased profits and delivered a significant Return on Total Assets. This 2 day Lean Reliability Leadership seminar will inform and more importantly, challenge the way you do operate and maintain your plants and facilities today. Reliability is the one tool within your site over which you have total control, unlike raw material and packaging pricing, logistics, labor, or energy costs.

Do you and the individuals in your organization have a clear understanding about reliability management and skills to drive the process forward? Do you have a reliability strategy or Plan of Improvement in place? I strongly encourage all of those on the site and corporate leadership team to consider attending the Lean Reliability Leadership seminar. Please take a few minutes to review the brochure. I'm confident that you will find value in attending the Lean Reliability Leadership seminar.

To your success,

Jeff Shiver

Managing Principal, People and Processes, Inc.

Reliability is key to achieving
asset management objectives

Seminar Outline

Understand how Reliability drives your Business

- Secrets to Supply Chain Improvement
- Finding the needed capacity
- Lowering the total costs
- Avoiding the commodity squeeze
- Reduce inventory and Just In Time approaches
- Understanding the indirect costs
- Corporate liposuction
- Evaluating the affect of human error
- Tactics of successful organizations
- Availability drives earnings
- Leveraging the Board
- As goes Reliability, so go the profits
- The hidden cost of deferring proactive processes
- Reducing cycle times in the supply chain
- Reasons for investing in Lean Reliability
- Painting the picture of the common organization today
- Pitfalls of falling into a reactive chaos



Engineering for Reliability

- Avoiding the sea gull affect
- Poor design drives high life cycle costs
- Commissioning, validation, and startup
- Avoid lasting ineffectiveness
- Roles and Responsibilities
- Engaging others for proactive results
- Processes to live by
- Supporting asset reliability in the long run
- Making intelligent capital spend decisions
- Metrics for asset refinement
- Understanding system reliability is a product of the components

The Most Important Asset - Your People

- The 2010 effect
- Creating a strong, vibrant workplace
- Driving employee engagement
- Avoiding the pitfalls with Labor
- Answering the “What’s in it for me”?
- Rewarding the right behaviors
- Improving job satisfaction and motivation
- Getting training off the ground
- Individual development plans
- Growing the future
- Understanding how aptitude influences performance
- Training on the right things
- Leveraging resources to develop and nurture people
- The thirty minute training manager
- Servant Leadership
- Managing people is about building relationships
- We get what we inspect

Operations as a Partner

- Driving changeover improvement with SMED
- Opportunities with a lean approach
- Operator responsibilities
- Scheduling for Reliability
- Error-proofing with procedures and checklists
- Balancing production needs for capacity assurance
- Lean processes only work on reliable equipment
- Refining processes to achieve a steady state

Developing and Implementing Lean Reliability Processes

- Recognizing Lean Reliability is culture change for most organizations
- Foster culture change and overcome the “Hem” and “Haw”
- Establishing the foundation to launch change
- Appropriate organizational climate
- Structuring for success
- Determining your strength and weaknesses
- Understanding the current state
- Developing the improvement strategy
- Communication strategies
- Sustaining the change effort
- Key performance indicator milestones
- Quantifying the benefits of reliability improvement
- Avoiding the “Flavor of the Month” syndrome
- Creating value-added partnerships

The Procurement Process and Materials Management

- The breathing storeroom
- Obsolescence the right way
- Stock the right items at the right levels
- Metrics to drive improvement
- Driving efficiencies with staging and/or kitting
- Creating part assemblies for productivity improvement
- Understanding the asset base with the BOM
- Storing and rotating inventory to ensure Reliability
- Leveraging inventory management tools

Maintaining for Improved Reliability

- Contrasting Preventive and Predictive Maintenance
- Driving craft productivity with effective Planning and Scheduling
- Defining and supporting the Maintenance Roles
- Understanding the impact of intrusive maintenance
- Dedicated engineering activities in support of Lean Reliability
- Lubrication practices that can make or break you
- Designing effective Maintenance approaches for asset reliability
- Eliminating failures

Utilizing Tools that Drive Reliability Improvement

- Computerized Maintenance Management Systems
- Avoiding failure when implementing systems
- Putting Lean Reliability into the system
- Work flows and task responsibilities
- Making Simplified Root Cause Analysis pay off
- Understanding what Failure Mode Effects Analysis brings to the table
- Bridging into Reliability-Centered Maintenance
- The Pillars of Total Productive Maintenance
- 5S, not just a Housekeeping Approach
- Breaking through to Six Sigma
- Which tools are right for you?
- Failure finding processes

On-site, Private Educational Seminars

All of our public courses can be provided on-site at your location by our seasoned instructors. You gain the benefit of providing cutting edge education for your group without the additional travel costs you would normally incur. Many organizations opt to bring the instructor to the site a day early to tour and become familiar with the issues and opportunities so the education is more tailored to your audience.

Meet the Instructors

Dave Bertolini

Dave is a Managing Principal of People and Processes, Inc. that specializes in changing cultures from reactive to proactive through the optimization of people and processes. With more than 30 years experience in improvement initiatives, he has built a solid foundation of training principles in support of operational, maintenance and mission objectives.

Leading all aspects of site and corporate reliability improvement strategies to educate and execute the implementation of Best Practices, Dave's training techniques work well from corporate level understanding and support to on-the-floor execution. His certification as a Master Instructor and seminar leader has led to his involvement in over 250 improvement initiatives and CMMS implementations utilizing 38 different software packages.

Dave routinely has articles published in trade publications for facilities, municipalities and manufacturing plants. Satisfied clients include Alcatel, Proctor & Gamble, Motorola, Uniroyal, DirecTV, Ainsworth Engineered Products, Lockheed Martin, City of Akron, City of South Bend, Old World Industries, Cornell University and Northrop Grumman.

Jeff Shiver CMRP, CPMM

Jeff is a Managing Principal for People and Processes, Inc. where he has educated and assisted hundreds of people and numerous organizations in implementing the Best Practices for Maintenance and Operations.

A seminar leader and conference speaker, Jeff has previously taught public and on-site seminars for Clemson University. Recognized as trusted advisor, Jeff has worked with clients in manufacturing, municipal, and facilities environments to improve their practices. Some of these environments include timber processing, pulp and paper, municipal water works and water reclamation, universities, school systems, automotive, fiber, food and beverage, pet food, electronics, municipal transit authorities, and heavy industrial manufacturers.

Prior to People and Processes, Jeff was a practitioner who has implemented cultural change and the Best Practices for Maintenance and Operations. Jeff has more than 25 years of manufacturing and facilities experience. His experience includes project and controls engineering, information technology, maintenance, and operations in manufacturing and corporate management roles.

As the overall site maintenance manager, he led a change improvement effort that reduced maintenance costs by nearly 20% and returned over \$30 million dollars (GSV) in potential capacity and reduced product waste.

Who Should Attend:

All members of the site and corporate leadership team to include:

- Corporate Management
- Plant and Engineering Management
- Plant Managers
- Production/ Operations Managers
- Procurement/ Materials Management
- Maintenance Manager
- Engineering Manager
- Maintenance and Reliability Engineers
- Corporate Engineers

Early Bird Registration

If we receive your registration a minimum of 14 days before the seminar date, you will be entered into a drawing for a GPS to be given away at each seminar location/ date.

Actual unit may differ from the picture shown.



Seminar Registration Form

1 Enrollment Fee

Seminar fee per person: \$995.00
Program hours are 8:00AM to 4:00PM daily

2 Name of Attendee(s) & Seminars

1. Mr./Mrs. _____
Title _____
E-mail _____
City/ Date: _____

2. Mr./Mrs. _____
Title _____
E-mail _____
City/ Date: _____

3. Mr./Mrs. _____
Title _____
E-mail _____
City/ Date: _____
(Please use an additional sheet if required)

3 Company Information

Organization: _____
Address _____
Mail Stop _____
City _____ State/ Prov _____
Country _____ Zip/ Postal _____
Email _____ Phone _____
Fax _____

4 Emergency Contact

Name _____
Phone _____

5 Special Meal Requirements

(i.e. vegetarian) _____

6 Method of Payment

Check enclosed made payable to
People and Processes, Inc.
Mail to: People and Processes, Inc.
PO Box 460
Yulee, FL 32041-0460

Purchase Order attached:

Mail to the above address
or FAX to (866) 637-9437

Paid online via credit card at
<http://www.peopleandprocesses.com>

7 Confirmation

If you have not received an email confirmation within **2 business days**, please contact **Anne** at **(843) 814-1114** to verify your registration.

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