

TOYOTA KATA AND TWI SIMULATION: 'MANUFACTURING' OR 'SERVICE'

A PARTICIPATORY SIMULATION that helps you identify what capabilities your company needs to practice and develop.

It is much easier to communicate what to expect via experience and illustration as opposed to just 'telling'. Our simulations fit well with the saying 'a picture paints a thousand words'. You will better understand through what you see, say and do.

Why this is probably important to you

Many businesses talk about the need to continuously improve. Few do it well. How do you get your people to work on what's important to the business without continually pushing them and telling them that 'you' have a better way, that 'you' have the answer for them?

Imagine if you had a pattern in place across the business that drove improvement daily via small steps. Imagine if you developed your people such that they could facilitate change through solving problems and making improvements, daily. Would that be of benefit? Would your business be continuously improving?

How do you get your people to believe in this approach (rather than tell them that it is good for them)?

It is our belief as a business that it will be much more effective to demonstrate skills, methods and patterns, rather than talk about them and tell people what is good for

them. That is rarely effective and long lasting. Rather, allow them to 'see and do, then believe' – decide by doing.



For continuous improvement to really occur, improving needs to become habitual. Good habits are developed through introduction, then routine and daily practice.



Manufacturing of service based, your choice

Our manufacturing simulation is based around an assembly process using 'plus' pieces. From an array of coloured pieces, five products are produced through an assembly process staffed by you, the participants. Included are QC, material supply, team leader, customer and production technician roles. Typical manufacturing performance measures are applied and determined after every manufacturing round. We normally run this simulation over a full day.

Our service simulation is based around a customer service scenario at a county council. 'Customers' arrive at the service counter with an array of issues being complaints, payments, work requests and the likes. The requests are handled, some through to 'operations', with feedback provided to the customer. Similar to the manufacturing simulation there are a number of different roles for the participants. Service based performance measures are applied and evaluated after each round. Typically we run this service simulation over a half day.

How each participant will benefit

Good habits need to be started somewhere, via actions that reveal a benefit. In these hands on workshops, participants will be introduced to an environment that mimics a typical workplace and allows them to:

- ▶ Identify what they need to be working on (rather than you telling them).
- ▶ Have conversations about what's important.
- ▶ Have significant input as to the next step for your organisation.

Knowledge and awareness will grow during the day, covering the following themes:

- ▶ Understanding of the nature and impact of variability.
- ▶ Importance of setting, and aligning improvement to, a clear business direction.
- ▶ Types of operations problems and skills needed to correct them.
- ▶ Critical role of leaders in coaching, supporting and driving improvement.
- ▶ How to generate fast-paced improvement.

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Your team will be ready to take the next steps in growing your organisations capability, increasing the pace and sustainability of process improvement, and with this, generating hard, fast business results.

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