

Business Continuity Management: Managing Risk and Improving Recovery

written by Lauri Moon | October 22, 2018

Business Continuity Management (BCM) enables organizations to manage risk and enable better, faster recovery following a disruption. BCM involves proactive risk identification to limit potential damage to an organization's brand, capital, functions, and revenue.

Disruptions range from man-made events (i.e. cyber or terrorist attacks) to natural events (i.e. extreme weather or natural disaster). Given today's environment, it's not a matter of if a disruption will occur but when a disruption will occur.

DuPont Sustainable Solutions (DSS) believes that BCM is the continuous improvement of an organization's recovery capabilities. During this webinar, you will learn about:

- Characteristics and behaviors of resilient organizations
- The key elements of the DSS approach to business continuity
- How DSS clients successfully managed business disruptions and lessons learned

Speakers

 **Emily Hunt, Principal**

An experienced Director with 13+ years of experience in Organizational Resilience including providing Business Continuity Management (BCM), Disaster Recovery Planning, Crisis Management, and Regulatory services. Throughout her career, she has increased the resiliency of international commercial and public clients by designing, advising, and directing large-scale business continuity programs. Emily's experience spans various industries and clients in the Middle East, Europe, and North America.

Alfonsius Ariawan, Global Solutions Architect, DuPont Sustainable Solutions

Alfonsius Ariawan is a Global Solutions Architect with DuPont Sustainable Solutions. He provides support in the area of Operational Risk Management (ORM) and Operational Excellence to various clients across multiple industries. He has extensive experience in performance management and data analytics. As a certified Six Sigma Master Black Belt, Alfonsius mentors many improvement project teams and shares his experiences to clients externally. Mr. Ariawan holds a Ph.D. degree from the University of British Columbia. He has been with DuPont since 2001 and the DuPont Sustainable Solutions business since 2009.



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Lean Champion Level Two Certification

written by Lauri Moon | October 22, 2018

This certification is a powerful second step for individuals looking to fortify and lead their organization's Lean Journey.

Continuing the theme of a team-based approach to organizational opportunities,

participants will further develop their skill sets to lead sustainable change within their organization. Our distinct “learn and do” approach is proven to develop Lean leaders that can manage, measure and lead their organization’s Lean transformation.

The four stages of the program: Establish the Direction, Deployment & Execution, Leadership Skills Development, Continuing the Journey - are designed to arm Change Agents with the ability to:

- Establish the organization’s Continuous Improvement Direction
- Develop the Leadership Skills necessary in the Lean Journey
- Apply improvement across the Business Enterprise
- Develop the necessary methods to Manage Daily Improvements

Learning activities of this program include:

- One-on-one interaction and guidance from a Lean Master Instructor
- A developed Continuous Improvement Strategy and Deployment Plan for a project
- One-on-one strategy and Project Coaching session

Session 1 - Leadership in a Continuous Improvement Organization & Tying Financials to the Journey - September 11

Learn why leadership is so important when an organization deploys their CI journey and learn the leadership challenges in today’s workplace. This day discusses the key skills and required behaviors needed when deploying an important strategy. Participants will learn the different styles of leadership and their own leadership style. Participants will learn the importance of business financials and CI efforts.

Session 2 - Strategy Development and Deployment & Key Performance Indicators - September 25

To engage an organization’s most important asset—their people—into their CI journey, an organization must provide direction. Participants will learn how to align departmental improvement initiatives that are aligned to the overall organizational goals and objectives. As the initiatives are developed, participants will learn how to

establish key performance indicators that will help measure their improvement efforts.

Session 3 - Project Coaching Day - October 8

Each participant is required to lead a CI initiative within their organization. On this day, each participant shares their project with the group. Participants must demonstrate how their project is aligned to a challenge and how the project will be measured. Participants receive constructive feedback on their project.

Session 4 - Continuous Improvement Across the Enterprise and Mistake Proofing - October 23

CI efforts have dominated the production / manufacturing areas of many organizations. Great improvements have been made; however, deployment solely focused upon the production side of the business is not enough. CI must be deployed across the business enterprise. Participants will learn and see how these efforts are deployed in non-production areas, such as Human Resources, Sales, Engineering, etc. The Mistake Proofing Objectives include: Understanding importance of human errors in causing defects, relate mistake-proofing and inspection, understand appropriate uses and limitations of mistake proofing, incorporate basic mistake-proofing in production and office processes and developing ideas to decrease human error in the process.

Session 5 - Pull Kanban & TWI Job Method and Job Instruction - November 12

In this session, participants will understand why to use a Pull/Kanban System, the different types of Kanbans and how to and where to use a Kanban. Participants will also understand the purpose of job methods is to promote with supervisors the Importance to continuously improve the way jobs are being done as well as the purpose of job instruction is to promote with supervisors how to quickly train employees to do a job correctly, safely and conscientiously.

Session 6 - Emotional Intelligence & Failure Mode Evaluation Analysis (FMEA) - December 11

Emotional Intelligence (EI) has been identified as an important part of an individual's ability to successfully cope with demands. Because of the constantly changing environments in which we live, individuals often require more than just task competencies or technical know-how to be successful. Participants will measure their level of EI and identify their strengths as well as opportunities for improvement. As Continuous Improvement Leaders, the ability to facilitate a group through decision making and other improvements requires special methods which allow the facilitator to provide leadership without taking control. Participants learn what facilitation is, decision making options, creating participation, managing group conflict and how to effectively manage meetings.

Session 7 - Lean Daily Management System - January 15

As CI leaders, the ability to facilitate a group through decision making and other improvements requires special methods, which allow the facilitator to provide leadership without taking control. Participants learn what facilitation is, decision making options, creating participation, managing group conflict and how to effectively manage meetings. The program concludes with participants learning the basics of building a daily management system that helps organizations create a culture of CI.

Session 8 - Project Presentation & Graduation - January 29

IMC's Lean Manufacturing Level One (or an equivalent approved by the instructor) is a required pre-requisite to the Champion program.

Taught by Lean Master Jeff Kopenitz

Lean Champion Flyer

A light breakfast and lunch will be provided. **This training qualifies for WEDnetPA funding as Essential Skills Training.**

Register & Pay By Check

Webinar: 2018 Factory Workforce Training Survey Results

written by Lauri Moon | October 22, 2018

Effective training is widely acknowledged as the key to mitigating the impact of a widening skills gap in manufacturing. Despite this recognition, the results of a recent Industry Week survey of manufacturing professionals shows that many companies are still struggling with their current approach to training and are no closer to solving this pressing issue.

Join us for a webcast presentation on June 20 to hear the results of the survey and the key insights from IndustryWeek Editor, Travis Hessman and Continuous Improvement expert Alex Leclerc, CEO, Poka. Survey highlights include:

- What is the most common method of training?
- How many hours are invested in training per operator (new vs old)?
- What are the biggest challenges related to training?
- Who is responsible for training and who is the budget stakeholder?

The presentation will also feature a case study of a digital manufacturer who has empowered its workers by leveraging video-based micro learning and the use of tablets on the shop floor to drive better overall equipment effectiveness (OEE) and reduce shadowing time.

Speakers

 **Alexandre Leclerc, Co-founder and CEO, Poka**

Alexandre Leclerc is co-founder and CEO of Poka, a training and communication app for manufacturers. He earned a Bachelor in Business Administration as well as completing a Master in International Business. Before starting at Poka, he assisted in many positions during his 7 years at family business Biscuits Leclerc, a leader in

the snack manufacturing industry. He joined as an operator and finished as the Director of Continuous Improvement for the United States Division. Alexandre oversees the business operation of Poka as well as participates in the product development.

✘ **Travis Hessman, Content Director and Editor in Chief, IndustryWeek**

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Lean Manufacturing Level One Certification - Lycoming County

written by admin | October 22, 2018



**Only one seat open for the
Lycoming County session. Contact
Lauri Moon at 570-329-3200 or
laurim@imcpa.com to register.**

**Click here for our Centre County
session starting September 20th.**

Lean Manufacturing Level One Certification

**(8 session, in-person program held in Lycoming
County, PA)**

This program starts in:



What is Level One Certification?

Lean Manufacturing is a customer-centric philosophy used by companies to continually reduce waste and improve their products. Lean methodologies help companies and leaders identify places and processes for improvement, to problem solve and implement change.

Lean Manufacturing Level One Certification is a comprehensive series of workshops introducing Lean principles. You will learn to distinguish value-added from non-value added activities to eliminate costly waste. A great starting point for an individual and company's Continuous Improvement journey, the Level One Certification is a pragmatic, hit-the-ground-running, hands-on approach that applies acquired workshop knowledge to the workplace.

You will learn how to discover improvement opportunities within your company and how to capitalize on them in a team-based format to create real value through reduced costs, increased cash flow and improved customer satisfaction.

Topical Sessions:

This eight-module (day) program has the following topical sessions:

- A3 Thinking & Value Stream Mapping (VSM)
- Root Cause & Standard Work
- Effective Communication & Principles of Daily Improvement
- Plant Tour & Project Coaching
- Leading Through Change & Visual Workplace
- Teams & Changeover Reduction
- Capstone
- Team Presentation & Graduation

Upon completion you will be able to:

- Understand how to recognize and eliminate waste through the cycle of PLAN-DO-CHECK-ACT
- Know how to determine value added, non-valued added and necessary non-value-added activities
- Identify the value stream, how it's mapped and how to identify the areas that require improvement
- Develop a road map and an implementation plan
- Understand and apply lean tools such as value stream mapping, workplace organization, change management, teaming and kaizen methodology

- Turn data into actionable information in order to quantify problems and prioritize countermeasures
- Understand “KATA” methodology and how to use a structured approach to coaching that drives continuous improvement thinking and acting down to the contributor level

Why should you attend?

- Gain knowledge for using **A3 methodologies**, improving team communication, reducing collaboration challenges
- Learn the value stream mapping (VSM) process to help you identify waste, reduce lead times, standardize workflows **keeping costs low, efficiencies high**
- Boost team **productivity** by making every minute count, streamlining processes to **reduce waste**, create a **safe workplace** that fosters innovation
- **Improve communication** in all levels of your organization, changing hurdles and obstacles into **opportunities** for change and transition
- Create an **individualized roadmap** linked to your **company objectives** that ends frustration and misunderstanding during team efforts

Along with these and other concepts, you will attend a plant tour to help illustrate and use the techniques taught to **identify improvement opportunities** at a manufacturing facility.

The workshop series concludes with participant project presentations **fostering constructive dialogue** and **feedback with peers**.



What's Included:

- There will be numerous opportunities to network with peers, gain insights from manufacturing operations that are different from your own and build essential skills that will inspire you for improved performance.
- There will be a plant tour, allowing you to see the application of Lean best practices in a real-world situation.
- You will receive a 298 page, 12-tab three ring binder complete with all materials necessary for the course.
- Stylish commemorative award and certificate of completion (upon successfully completing).
- Light breakfast and lunch during session days.

Where:

Unless otherwise noted all sessions will be held at the Penn College Earth Science Center just outside of Williamsport, in Montgomery, PA (Lycoming County). Please see map.

When:

All sessions are **in-person** and will start **promptly at 8:00 AM** and will typically **end by 4:30 PM**. (Light breakfast and lunch are provided.)

- September 19
- October 3
- October 17
- October 31
- November 21
- December 5
- December 12
- December 19

Who Should Attend:

Production or process managers/supervisors, front-line leaders/supervisors, operations managers, quality control leaders, shift leaders, small business owners, and others who want to increase their knowledge of manufacturing methodologies and advance in their profession.

This program typically fills to capacity long before to the registration deadline. Why wait?

Taught by Lean Master Jeff Kopenitz

Fall 2024 Lyco Cty Lean Level One Certification Flyer

This training qualifies for WEDnetPA funding for qualified participants. Not familiar with WEDnetPA funding, contact IMC at info@imcpa.com or (800) 326-9467.

One Page Manufacturing Technologies Guide

written by admin | October 22, 2018

A rapidly evolving part of advancing your Continuous Improvement (CI) system, specific practices and initiatives is understanding the various technologies that can be applied to support solutions. This technology advancement is a big deal but can get messed up (lose money) or be very beneficial (make money). And your role can have much to do with it going well. That starts with emphasizing that without good “CI systems thinking and A-3 / PDCA type methodology”, the selection and application of process improvement technologies is likely to be messy or even misguided and costly.

[Click here](#) for a one page illustration that I got from a McKinsey article. I like the concept, the way it’s organized. You’ll see that the “wheel” advises about what types of technologies (hard and soft technologies and practices) align with what type of applications starting with most general at the hub and then working out to more specifics. I’m finding it a nice resource for thinking about what applications might fit for what needs and opportunities. It could also be used to help identify what technologies and associated practices you and your organization might want to learn more about or not (people / skill development).

Keep in mind that being a “CI Manager” has much to do with getting your company to become more of a learning organization. And you have to be selective about that – as in advancing your knowledge primarily on things that will improve efficiency and effectiveness – i.e., business results.

Webinar: Jump Start Continuous Improvement in Your Manufacturing Business

written by Lauri Moon | October 22, 2018

Not all manufacturing businesses want or even need extensive (and expensive!) transformation programs. There are, however, still systemic problems that most leaders need to address such as: unachievable strategies, unclear priorities, misaligned processes and detrimental behaviors that are harming the overall business.

In this webinar, internationally recognized experts in organizational change, will introduce you to the “Leverage Points” transformation methodology. Developed and tested over the past 10 years, this process emerged from studying how successful organizations *really* evolve by implementing small, situation-specific changes to create focus, alignment, and an achievable plan for driving results.

Webinar participants will have the opportunity to learn and ask questions about:

- The hidden impact of non-value added and strategically-misaligned activities
- Why small, simple changes are often more effective at driving results than big, complex transformations
- How to use Leverage Points to uncover systemic problems, create simple, situation-specific solutions and implement with minimal disruption and stress
- Why socialization and experimentation are critical elements of lasting change
- How to determine if Leverage Points is right for your organization and where to start

Who should attend: CEOs / COOS / CXOS, General Managers, Sector Leaders / Function VPs / Directors / Leaders / Transformation & Continuous Improvement

Leaders



Beau Keyte

Beau has specialized in improving corporate performance for three decades. He started in the 80's working with manufacturing industries faced with global competition, then expanded to service and healthcare industries in the early 90's, adapting accredited lean and continuous improvement process tools to new fields of practice. His main interest is now developing and teaching the kind of self-sufficient thinking that challenges work and management processes, improves organizational performance and alignment, and sustains culture change. Recent work has included developing ways for organizations to learn and adapt more quickly through collaborative learning efforts. In addition to assisting companies in implementing performance improvement and culture change strategies, he is aligned with research organizations focused on improving business operations. Beau is a faculty member and instructor for curriculums at the Lean Enterprise Institute and Ohio State University's Fisher School of Business, and a Faculty Fellow at the Shingo Institute at Utah State University. Beau is a co-author of numerous journal articles and two award-winning books, *The Complete Lean Enterprise* (2nd Edition 2016); and *Perfecting Patient Journeys* (2012). Beau holds BSE and MBA degrees from the University of Michigan.

Brent Wahba

Brent began his innovation and continuous improvement career 30 years ago while working in R&D at General Motors and Delphi. While there, he led global systems businesses, product development organizations, operations and supply chain improvements, and an enterprise-wide combined strategic and lean transformation. For the past 10 years, he has coached and consulted with startup through Fortune 50 firms and become a leader in advancing lean thinking in Operations as well as Sales & Marketing, Strategy, and New Product Development. Dedicated to "improving improvement," Brent is on the faculty of the Lean Enterprise Institute

and regularly contributes leadership articles to The Lean Post. He is also the author of The Fluff Cycle, which outlines a systems problem solving approach for improving Sales & Marketing outcomes. Brent holds a BS in Electrical Engineering and an MBA from the University of Rochester, plus an MS in Materials Science & Engineering from the Rochester Institute of Technology. He is currently the president of Strategy Science Inc., and a volunteer startup mentor with SCORE.

Steve Melito

Steve Melito is a Matching and Reporting Specialist for FuzeHub. He provides regular reporting for the Matching Team and is also a frequent contributor to the FuzeHub blog. In addition to his duties for FuzeHub, Steve is founder and owner of Thunderbolt Business Services, a content marketing agency for manufacturers. His manufacturing-related experience includes technical writing and training for an industrial directory, an aircraft maintenance management system, and ERP system for the printing industry. Steve holds a Bachelor's degree from Colgate University and a Master's degree from Southern Methodist University.

[Register](#)

Introduction to PA COSTARS for Sellers/Suppliers

written by admin | October 22, 2018

Do you want to...

- Increase your business with reliable payers?
- Sell to qualified local governments and non-profits, without the need for expensive public bidding procedures?

- Compete based upon your company's features & benefits - not just price?

Then this Seminar is for You!

COSTARS, the Commonwealth's Cooperative Purchasing Program, leverages the purchasing power of the state and over 9000 members (consisting of local governments, public authorities, non-profit educational and health entities and fire and rescue companies) to generate competitive pricing while eliminating the need for the public bidding process. With its comprehensive choice of products, it gives local public and non-profit agencies the option of keeping their procurement dollars in their local economy by purchasing from qualified suppliers. At the same time, COSTARS provides increased opportunities for hundreds of businesses of all sizes in all locations to compete for over \$575 million of government business. COSTARS contracts are awarded to all responsive and responsible bidders.

Kim Bullivant, Marketing Manager of the Pennsylvania Department of General Services COSTARS

program will present the program. She will present the following information:

- Program Background
- Program Benefits
- Bidding Opportunities
- How to Become a COSTARS Supplier
- State Contracts & COSTARS Contracts
- Marketing Tips
- Information on the COSTARS Website

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