



Roundtable Meeting
Tuesday 9th November, 2004
Agenda

Four Process Improvement / Problem Solving Methodologies

6 Sigma, Kepner Tregoe, Root Cause Analysis, Kodak Processes

The importance of developing a standard Process Improvement / Problem Solving Methodology should not be underestimated. A common language and a repeatable process are necessary if people are to get beyond the improvement process and actually problem solve or improve the value stream.

Yet problem solving / process improvement is such a diverse area. Is it possible that a formula approach can cover all possibilities.

As discussed at the last Roundtable, Australia's long term manufacturing productivity improvement rate of 3.1% per annum is well below that of most other countries. If Australian manufacturing is to improve at a meaningful rate then companies must organize themselves to engage their people in productive problem solving and process improvement.

Ed Neil & David Kramer from Bluescope Steel will talk about the Kepner Tregoe process, and how it has been deployed across the company. Kepner Tregoe offers 5 tools, each to match a different situation.

Patrick O'Malley from Kraft will outline the Root Cause Analysis process along with the successes and difficulties he has experienced in applying it.

6 Sigma Speaker to be finalised. 6 Sigma or Lean Sigma is the new process being adopted by some companies. Indeed many employment advertisements are seeking Black Belts to lead their quality initiatives. Although widely talked about it is only being used by small numbers of companies.

Roy Kennedy from Kodak will present the improvement processes used by the Kodak Maintenance function and also touch briefly on some the improvement initiatives Kodak has undertaken over the

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last 30 years. Kodak have been at the forefront of many of the quality initiatives used in Australia and were the inaugural winners of the AOQ Quality Award. With the closure of manufacturing this will probably be the last opportunity to hear of Kodak's Quality Journey.

Martin Saunders who is the Reliability Services Leader at the Age Print Centre will host the site visit in the afternoon. Martin will talk briefly of the short history of the Centre at Tullamarine and of the difficulties of establishing a new facility. But the hard work must be paying off as the Centre has recently received a number of awards relating to print quality. If you want to see a facility of the future – now - then this is it.

Venue – Tullamarine Airport Motor Inn
Premier Room
265 Mickleham Road
Tullamarine Melway Reference Map 5 J8

Time - **8.30am** for Tea / Coffee
9.00am **Start**
12.45pm **Lunch**
1.30pm **The Age Print Centre Site Tour**
2.30pm **Finish**

I hope very much that you are able to join us and look forward to seeing you at the meeting.

Best regards

Geoff Green.
Victorian MERt Facilitator

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If you would like to attend please email me with your name, position and company, you are most welcome to bring along a colleague, who will benefit from the experience.

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