

TAKE YOUR SEATS FOR THE STARS OF MANUFACTURING

A unique opportunity to hear, at first hand and in depth, how the winning companies in the 2009 Best Factory Awards succeeded in transforming their businesses.

The Best Factory Conference

23 - 24 March 2010
Leicester Marriott



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What the judges said about the best British factories presenting at the 2010 Best Factory Awards Conference

“These companies show just what UK manufacturers are capable of achieving; particularly in such difficult times. I am pleased that our Best Factory Award winners are happy to share with peers how they have improved their manufacturing operations, changed the mindset of staff and created a culture of continuous improvement.”

Dr Marek Szwajczewski, Director, Best Factory Awards, Cranfield School of Management



Gripple, Sheffield

Over the last five years Gripple has grown sales by 90%. On-time delivery is over 97%, capacity has increased from 605,000 units a week to one million. The Sheffield-based company boasts that it operates as cost effectively as anywhere – including China.



Kidde Products, Seaham, Co Durham

Uncompromising standards in health and safety are typified by a continuous improvement programme employing 6S rather than 5S, with S for safety swelling the S-count. A 28-strong workforce handles product design, development, manufacture, technical support and repairs.



JohnsonDiversey, Alfreton, Derbyshire

Outperforms its rivals and its sector on a wide variety of measures – sourcing, planning, quality, environmental, safety, people and organisation. It has mastered SMED techniques to cut changeovers to a fraction and customer service is consistently at 99% or above.



Barfoots of Botley, Botley, Hampshire

Innovation, investment in robotics and the introduction of mission-directed work teams have fed Barfoot's surge in success. Its management of a seasonally dictated, demand driven supply chain, rules supreme, enabling a quality service level of 99.95%.



Power Panels, Walsall, West Midlands

During its year-long reign as Britain's best factory, accolades for this plant have been heaped one upon the other. Now running its own training school to share the secrets of its success across the manufacturing community.

Twinings, Andover, Hampshire

An Open Socio-Technical System is at the heart of Twinings' organisational re-design and people empowerment. It has grown volumes by 100%, OEE is up 50%, customer complaints are down to 0.31 per million and on-time, in-full delivery has moved up to 97%.



Plexus, Kelso, Scotland

Providing a direct route for its customers to increase their own profitability via a 'focused factory' concept in which production cells are configured, staffed and equipped for each new programme to meet the assembly level, technology, volume mix and materials strategy.



Carl Zeiss, Cambridge

Lean manufacturing and extensive visualisation underpin a sharp focus on world class performance. There is an emphasis on quality issues, corrective action plans, current status and solution evaluations, which are discussed and actioned daily.



Olympus KeyMed, Southend-on-Sea, Essex

Improvement runs through every part of the Southend site, exemplified by a commitment to training and skills development and a passion for progress in production. OKM has cut lead times from 35 days to 5 and combined that with a 99% delivery performance rate.



Thorn Lighting, Spennymoor, Co Durham

Has continuous improvement and innovation built into its DNA. Even in transition, it scored 98.3% on-time delivery and rates labour efficiency at 92%. It spells out its KPIs as SCOPE – Six Sigma quality, Cycle efficiency, On-time delivery, Productivity and Employee performance.



..... can you afford not to listen to them?

BEST FACTORY CONFERENCE PROGRAMME

DAY 1. Tuesday 23rd March

9.25am Introduction and welcome

Dr Marek Szwejcowski
Cranfield School of Management

9.30am Best Factory Award trends

Dr Marek Szwejcowski

9.45am Gripple Best Small Company and Innovation Award winner



Becoming a world class manufacturer with Production Director Dean Battersby:

Lean manufacturing, multi-skilled teams, TPM and continuous improvement
Making effective use of automation
New product development: the early stage generation of ideas and concept development

10.30am COFFEE

11.00am Kidde Products Health & Safety Award winner



Starting the lean journey with General Manager Matthew Bonney and Cell Manager Gary Slater:

Successfully starting the lean journey — critical first steps/actions
Continuous improvement and training
Creating a safety culture



11.45am Morning Q&A

12.00 LUNCH

1.00pm JohnsonDiversey Best Process Plant and Energy & Environment Award winner



The improvement journey with Manufacturing Manager Sean Madden and Site Operations Manager Neil Goddard

Achieving employee engagement through mission-directed work teams



5S
Introducing annualised hours for greater flexibility
Continuous improvement
Environmental sustainability

1.45pm Barfoots of Botley Supply Chain Award winner



Delivering the mission with Operations Director Julian Marks

Successfully introducing mission-directed work teams
Managing the supply chain to cope with demand fluctuations

2.30pm TEA

3.00pm Power Panels 2008 Factory of the Year, Best Electronics & Electrical Plant, Best Small Company and Skills Development Award winner



The journey to excellence: an update with Chairman and Chief Executive David Fox

Progress along the road to excellence
Deploying 6 Sigma
Training and development of the people – the key to success

3.45pm Afternoon Q&A

4.00pm Close of Day 1

Evening Conference Dinner with after dinner speaker

DAY 2. Wednesday 24th March

8.40am Introduction to second day

Professor Mike Sweeney, Cranfield School of Management

8.45am Sustaining manufacturing improvement

Professor Mike Sweeney

9.15am The financial picture

Paul Robinson, Chief Sterling Strategist, Barclays Capital

9.45am Twinings Best Household & General Products Plant and Skills Development Award winner



Organisational redesign with Plant Manager David Bailey

Using the open social-technical system approach to organisational re-design
Introducing TPM and OEE
Continuous flow manufacture
Skills development

10.30am COFFEE

11.00am Plexus Judges' Special Award winner



Adding value with Lean Sigma Champion Hugh Boyd

Introducing and using lean sigma
Adding customer value as a competitive weapon

11.45 Morning Q&A

12.00 LUNCH

1.00pm Carl Zeiss Judges' Special Award Commendation



Low volume, high complexity: The challenges with Managing Director Bob Taylor

Introducing synchronised production flow to a low-volume high-complexity production environment
Reorganising the staff and the factory layout
Becoming lean across the enterprise

1.45pm Olympus KeyMed Most Improved Plant



Lead times and skills development with Director of R&D Steve Brown

Using value stream mapping and pull systems to significantly reduce manufacturing lead-times
Employee skills development

2.30pm COFFEE

3.00pm Thorn Lighting 2009 Factory of the Year, Best Electronics & Electrical Plant and People Management Award winner



Becoming a world-class site with Operations Director Terry Carmichael

Simplifying the factory layout to improve process flow
Lean and six sigma
Hoshin planning
Kaizen breakthrough events

3.45pm Final Q&A

4.00pm Close of conference

BOOKING FORM
OVERLEAF



BOOKING FORM

Please complete the form below and post or fax to:

Jackie Hall, Conference Client Co-ordinator, Cranfield School of Management, Cranfield, Bedford, MK43 0AL.
Tel: 01234 754505 Fax: 01234 752691 Email: jacqueline.hall@cranfield.ac.uk

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BEFORE
29 JANUARY 2010
AND SAVE
£100**

Conference attendance: £950 (+VAT) – includes all course materials, tea and coffee breaks, lunch on both days.
Early bird rate: £850 (+VAT) for bookings received before 29th January 2010. **Multiple delegates:** Companies booking more than two delegates from a single site in the same transaction qualify for a special conference attendance rate of £800 (+VAT) for the third and subsequent delegates.
Overnight accommodation (23rd March), Conference Dinner and breakfast: £150 (+VAT)

DELEGATE DETAILS [please photocopy this form if more places are required. Details of all delegates must be supplied together to qualify for multiple delegate discount.]

1st delegate Conference only Conference and accommodation

Mr/Mrs/Ms Preferred first name Surname

Company name:

Company address:

Post code: Job title:

Tel: Email:

2nd delegate Conference only Conference and accommodation

Mr/Mrs/Ms Preferred first name Surname

Company name:

Company address:

Post code: Job title:

Tel: Email:

3rd delegate Conference only Conference and accommodation

Mr/Mrs/Ms Preferred first name Surname

Company name:

Company address:

Post code: Job title:

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I have read and I accept the Booking Conditions and understand that I/the organisation will become liable for all charges including cancellation charges if applicable.

Please sign and date

Signature Date

[Conference fee is payable at the time of booking. A VAT invoice will be sent on receipt.]

Method of payment

Cheque enclosed for £ _____ in favour of Cranfield Management Development Ltd.

Credit Card. Please debit my: VISA/MASTERCARD/AMERICAN EXPRESS (Payments by American Express are subject to a 1.5% surcharge) Amount: £ _____

Card No: _____

Valid from: ____ / ____ / ____ Expiry Date: ____ / ____ / ____ Card Security No.: _____

Cardholder's Name: _____ (Please PRINT)

Cardholder's Signature: _____

Please invoice my organisation.

Is a Purchase Order required? Yes/No PO No: _____

Credit card billing/Invoice address (if different from above):

(Please note that credit cards will be debited within seven days of your registration for the conference)

BOOKING CONDITIONS

FEES
 Conference fees are payable at the time of booking. Fees are subject to Value Added Tax and should have VAT at the current rate added to the fee quoted.
 We will accept payment in Euros at the rate of exchange against Sterling prevailing at the date of payment. Fees can also be paid by Visa, Mastercard or American Express.

CANCELLATIONS
 We regret that a fee must be charged when confirmed bookings are cancelled. In the event of a cancellation, you may nominate a substitute, but if a suitable substitute cannot be found the following scale of charges will apply:

43 days or more	0%
42-29 days	25%
28-15 days	50%
14 days or less	100% of the conference fee is payable

For full terms and conditions, please see our website:

www.cranfield.ac.uk/som/executive/tc

PROGRAMME

This programme may change due to unforeseen circumstances and the organisers reserve the right to alter the venue, date and/or the speakers.

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