

Are you prepared to change the way you think?

The Vanguard Method challenges current management thinking and the way we manage the work in our organisations.

- Discover how public sector services have significantly improved their levels of performance
- See how a financial service organisation achieved a 400% improvement in productivity
- Find out how a leading utility went from bottom to second in the customer satisfaction league table in only six months

Who should attend this programme:

- Private and Public sector leaders needing improve services
- CEOs, Board Members, Heads of Service, Senior Managers
- Manufacturers looking to improve the service side of their organisations

On this four day programme you will:

- Identify scope for improving service, improving revenue and reducing costs for your organisation
- Learn an exciting new approach to improve your business or organisation which challenges conventional thinking
- Apply what you learn to your workplace immediately, learn how to increase efficiency and customer satisfaction
- Discover the opportunity to eliminate waste and its root causes from your organisation
- Unlock the potential to transform your service to become the most effective and efficient in your sector

Vanguard's 4 day course, designed to take Organisational Leaders who are Systems Thinking beginners straight into the work to learn about the waste in their organisation and how to remove it!

About the programme

Vanguard's Method helps organisations change from a Command and Control to a Systems Thinking approach through the design and management of work. The consequences are improved service to customers at a reduced cost and improved morale within the organisation.

Vanguard has pioneered the translation of Taiichi Ohno's Toyota Production System for service organisations so that they are able to absorb the great variety of customer demand.

The Vanguard Method transfers expertise to people (managers and staff) through intervention theory (how you make a change) and systems theory (how to analyse and design work) resulting in fast and sustainable change.

The course requires delegates to study their own systems for up to a Full Day between each of the sessions

The Vanguard Methodology challenges traditional management thinking and the way work is designed and managed in organisations.

Running over one month with one full seminar day per week you'll have the opportunity to learn new skills and approaches for understanding and transforming your organisation. This can lead to an enhanced service, reduction in costs and improved morale.

What we will cover

The programme runs over a four week period with one full day seminar per week.

Seminar Day 1 – Introduction to The Vanguard Method

Topics include:

- Distinctions between conventional and 'Systems Thinking'
 - Why 'lean tools' fail to deliver sustainable change
 - The Toyota Production System and 'Systems Thinking'
 - Introduction of the Vanguard model
 - System conditions as causes of inefficiency
 - 'Back at work' learning, taking customer demand and understanding Purpose from a customers' perspective
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Seminar Day 2 – Measurement and Flow

Topics include:

- Understanding variation in demand
 - Measuring variation – how you do it
 - Turning data into information
 - Deciding what to measure
 - Introduction to building flowcharts
 - 'Back at work' learning, building capability of service models based on what matters to customers, mapping flow from a customers' perspective
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Seminar Day 3 – Pulling all the Learning Together to Understand the System

Topics include:

- Interpreting capability
 - Realising the opportunity of considering the whole system
 - Tackling the fundamental causes of waste
 - Back at work' learning, discussing your findings in the workplace to your peer group
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Seminar Day 4 – Intervention and Strategy

Topics include:

- Influencing others to challenge their thinking
- How organisations learn
- Intervening to solve problems
- Strategic opportunities based on operational learning
- Q and A on next steps

Supporting you

To support you on the programme you will have access to Vanguard Consultants and the opportunity to engage with managers and professionals from different organisations.

VANGUARD



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To book call 01280 822255 during office hours, or visit www.systemsthinking.co.uk, alternatively email pr@vanguardconsult.co.uk to request a booking form.

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