

Improving Business Performance

Presented by the Geelong Quality Council and supported by the Geelong Manufacturing Council.



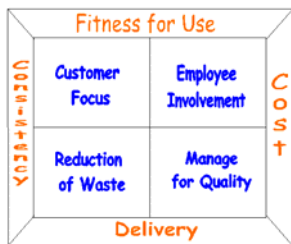
- **Is poor quality costing your business?**
- **Not sure where to start?**
- **Tried before, but the team did not click?**
- **Need a framework to solve problems?**

Then this "hands on" practical workshop will get you started.



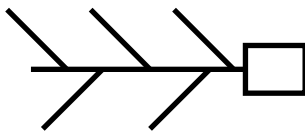
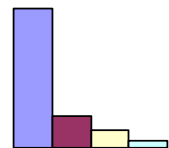
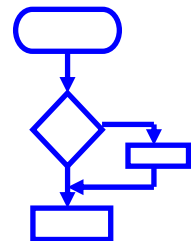
Effective Problem Solving Workshop

Thursday 30th October 2008



This workshop will...

- Teach skills and provide tools that can be used in any situation be it safety, quality, production, cost.
- Introduce you to the Quality Principles of Customer Focus, Employee Involvement, Continuous Improvement and Manage for Quality.
- Train individuals to operate as an effective team.
- Provide you with basic tools to solve problems including:
 - Check sheets
 - Pareto charts
 - Flow charts
 - Cause & Effect diagrams.
- Provide a systematic approach to problem solving:
 - Define the Problem
 - Gather the Data
 - Analyse the Data
 - Develop potential Solutions
 - Implement selected Solution
 - Monitor Performance.



The trainers have extensive training and industry experience...

- **Tom Adair** has recently retired after 33 years as a secondary teacher and careers counsellor and was named the Herald Sun Victorian Secondary Teacher of the Year in 2006.
- **Flavio Giurco**, Manufacturing Systems Manager, Alcoa World Alumina Australia, has been successfully applying these methods for over 20 years in an industrial setting.

Who should attend...

- Anyone involved in leading, training or participating in problem solving to improve business performance.
- Why not send team members working on a specified problem? The workshop will give them the skills, tools and framework they need to solve the problem when they return to the workplace.

PROGRAM SESSIONS

- # 1 The Quality Window
- # 2 Team Foundations
- # 3 Team Rules & Roles
- # 4 Data & Basic Analysis Tools
- # 5 Step by Step Problem Solving
- # 6 Plan for Success

REGISTRATION

- Venue: Dromoland House, 258 Pakington St, West Geelong
- Time: 8:30 am – 3:30 pm (Coffee & Registration from 8:15 am)
- Cost: \$150 (inc GST) includes all materials, morning tea and lunch.
- This workshop has a maximum of 24 participants.
- **RSVP by Friday 24th October 2008**
- Register on line: WWW.GQC.ORG.AU/ForumRego.htm
- Further details available from:
Flavio Giurco (03) 5245 1249 or Tom Adair 0432 096 225.

BACKGROUND INFORMATION

Geelong Quality Council

Purpose

The Geelong Quality Council Inc. (GQC) is a not for profit organisation which aims to advance a quality culture which will enable Geelong and Region to be universally competitive so individuals and organisations in the Community prosper.

It will carry this out by providing opportunities for:

- (a) Enterprises to adopt quality management principles.
- (b) Enterprises to become involved in quality activities.
- (c) Networking, sharing knowledge and experiences.
- (d) Student education in quality principles and tools.

Seminars

Seminars are conducted periodically and are open to the public. The typical format includes a formal session in which a speaker presents a case study or explains a topic and shares their experiences with participants. This is followed by an informal question and answer session and some light refreshments that provides participants with the opportunity to network with others who are interested in the topic. Details are available on our web site www.gqc.org.au

Committee

Our committee meets on the second Friday of the month from 8am-9am at the offices of the Geelong Manufacturing Council to plan the activities of the Geelong Quality Council. We welcome new members to our committee.

Contact: Flavio Giurco, telephone 03 5245 1249, email: Flavio.Giurco@alcoa.com.au

Geelong Manufacturing Council

Background

The Geelong Manufacturing Council was established by the Australian Industry Group and Geelong Development Board to assist and promote Geelong's manufacturing industry.

The Council is made up of leaders from manufacturing, education and key infrastructure providers and is funded by industry. The Council lobbies on behalf of industry and undertakes a number of strategic programs to assist regional industry and provides a forum to discuss and respond to manufacturing issues.

A major focus has been sustainability including reducing waste, improving productivity, promoting best practice and improving industrial synergies across the regions' industry.

Our Vision

To position Geelong as an internationally competitive manufacturing centre in the 21 st century. We will achieve this through facilitation and support for manufacturing by:

- Developing and sharing sustainable best practice
- Encouraging the growth of technologically advanced manufacturing
- promoting a favourable operating environment for manufacturing in Geelong

Our Mission

To have a positive impact on the sustainability of our local manufacturing industry, ensuring that companies and investors are confident in the future of manufacturing in the region. That in turn will build a vibrant, successful and prosperous community.

Key themes & Directions

1. Positioning, Networking and Lobbying for Manufacturing
2. Encouraging operational Excellence
3. Building Industrial Synergies
4. Developing Skills
5. Growing Advanced Technology

Contact: David Peart, telephone 03 5223 2999, email: gmc@tpg.com.au