



*Presented by the Geelong Quality Council  
In conjunction with City of Greater Geelong*



# Value Stream Mapping in a Service Environment!

Thursday 26<sup>th</sup> July 2018

9:00 am registration, 9:15 am start – 12:00 pm Close

**Hinchcliff Room, Eastern Hub Geelong, 285A McKillop St, East Geelong VIC 3219**

## The Presentation

The City of Greater Geelong (CoGG) will show how they approached the task of improving the process for minor road repairs (potholes). The community is very sensitive to the condition of roads so, the expectation is that potholes don't ever happen, and if they appear, they will be repaired quickly.

David and an improvement team at CoGG investigated this problem from a Lean perspective, employing a value stream mapping approach to improve the overall process. In this presentation David, Alistair and Helen will share their story which will include –

- Using a new methodology in CoGG
- Engaging the overall team in the process, and getting their buy-in to ensure a good outcome
- A reflection of lean principles, and the challenges faced when implementing into an organisation
- Overcoming detractors, resistance and apathy (things will never change), the blame game
- Cross functional teams working together on a common problem
- Creating a value stream map in a service environment

This presentation will take you through a real life example of how this useful tool has helped bring change to CoGG.

## The Agenda

9:00 am	Registration.
9:15 am	The Pothole Challenge, introducing change, creating a value stream of the current process
10:30 am	Tea break
10:50 am	Future state Map, marked improvement
11:40 am	General Discussions / Evaluation
12:00 pm	Close

## Registration

**RSVP by Monday 23<sup>rd</sup> July 2018**

Places are limited to 24 and registration is essential.

**Register on line: <https://www.trybooking.com/WTGR>**

Cost: \$ 50 (including GST)

Further details from: Flavio Giurco (M: 0439 319 249) or Richard Hamilton (M: 0402 973 894)

## The Presenters

*David Stones, Business Improvement Officer, City of Greater Geelong*

*Alistair Miller, Manager Business Improvement, City of Greater Geelong*

*Helen Plush, Coordinator Business Improvement, City of Greater Geelong*

