

Uplifting CI Capability at the NDIA

Thursday 19th September 2019

9:00 am Registration, 9:15 am Start, 11:00 am Close

NDIA National Office, 13-19 Malop Street, Geelong, Vic 3222

Presentation

The NDIA established the Process Design Branch in early 2018 with three interrelated departments: **Process Design, Operating Metrics and Continuous Improvement**

The CI department is tasked with uplifting CI capability within the Agency and its Partners. Come along and learn about our journey so far : Successes, Mistakes (there's been a few), Failures and Lessons learned along the way.

Come along to another Geelong Quality Council event and learn from experiences of delivering a Continuous Improvement Training Program during the biggest change in healthcare in the last thirty years.

Agenda

9:00 am	Registration
9:15 am	Introduction & Background
9:25 am	NDIA CI toolkit
9:45 am	NDIA Lean Six Sigma Purple Belt Program
10:15 am	Outcomes, Good, Bad and Indifferent
10:45 am	Q & A with presenters
11:00 am	Close

Booking

RSVP by Tuesday 17th September 2019

Registration is essential.

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

Cost:\$30 (including GST)

Pay on line by Credit Card upon booking

Queries to: Richard Hamilton (M: 0402 973 894)

Presenters

Paul Brown, Director, Continuous Improvement, NDIA.

Paul is passionate about Continuous Improvement within business and freeing up wasted capacity to better serve customers. Paul has delivered hundreds of improvement projects across insurance, health and service industries.

Peter Birch, Continuous Improvement Expert, NDIA.

Peter has over thirty years of leading and working on successful continuous improvement projects within manufacturing and service industries. He has developed, written and delivered numerous training programs based on solving problems within the organisation.

Map

