



Presented by the Geelong Quality Council  
Hosted by Transport Accident Commission (TAC)



## Process Flow Simulation - Workshop

Friday 21 February 2014

8.00 am – 10.30 am

Auditorium, TAC ,60 Brougham St. Geelong

### Presentation

- In this workshop, attendees will participant in a service process simulation used at TAC to introduce employees to some basic Lean concepts and win “hearts and minds”.
- Linda Carr, Manager, Business Process Optimisation at TAC will conduct the simulation which will focus on learning two key concepts:
  - “One piece, one pace, one place, one resource” and
  - “8 WASTES”.
- It will be followed by a presentation from Team Leaders on how they ran with some lean ideas in order to gain efficiencies in their process which was experiencing unexpected volume increase.

### A Learn by doing Workshop

As a simulation participant, you will experience

- the impact of one piece, one place, one pace
  - the power of kanban
  - 8 WASTES in a service environment
  - the courage of team managers who decided to “give it a go”



### Agenda

- 7.45 Registration – All participants must arrive between 7.45 and 7.55 for security sign-in
- 8:00 GQC and TAC introduction
- 8.10 Simulation (includes a break)
- 9.40 Team Managers’ presentation
- 10.00 Questions, feedback and evaluation
- 10.30 Close

#### RSVP by Friday 14/02/2014

Places are limited to 28 participants and registration is essential. We may need to restrict the number of participants from each organisation if demand exceeds the number of places available.

Register on line: [WWW.GQC.ORG.AU/ForumRego.htm](http://WWW.GQC.ORG.AU/ForumRego.htm)

Cost: \$30 - Payment details will be provided upon acceptance of registration.

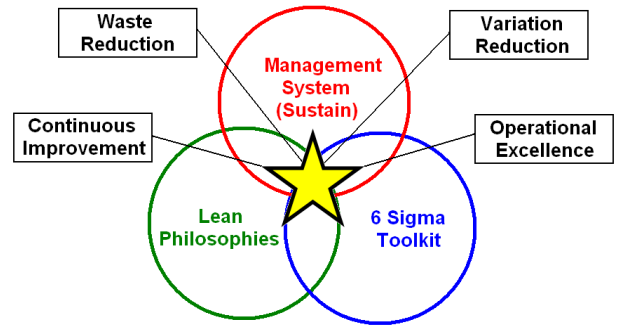
Further details from: Flavio Giurco (03) 5245 1249 or Richard Hamilton 0402 973 894

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# Geelong Quality Council

## Vision

We aim to contribute to the development of a prosperous Geelong community as a not for profit resource that supports individuals and organisations to achieve operational excellence.



## Purpose

To assist Geelong region organisations achieve *operational excellence* by facilitating information sharing on management systems/sustaining, lean/waste reduction philosophies, 6 sigma /systematic problem solving principles and emerging quality approaches. We do this by:

- Arranging regular, low cost, site visits, seminars and workshops focusing on sharing methods and tools that assist in achieving operational excellence.
- Creating a collaborative learning environment where experienced people from a diversity of organisations can share their knowledge and network with others for the benefit of the community.
- Offering experiences for students to learn about operational excellence.

## Values

GQC encourages a respectful open environment where diverse views are welcomed in a manner that accords with ethical business practices.

## Committee

Our committee meets on the second Thursday of the month from 8am-9am at the offices of the Geelong Manufacturing Council, 82 Brougham Street at corner of Yarra Street, Geelong, to plan the activities of the Geelong Quality Council. Meeting dates are on our web site. We welcome new members to our committee.

## Contact:

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