



# Leading Through Excellence and Innovation

AME Conference 2018 . Purpose Driven Excellence.

6 & 7 March 2018

Leopard Lodge Melbourne Zoo

Melbourne, Victoria



*Leadership in  
Operational Excellence*



# Purpose Driven Excellence

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**Welcome to the Leading Through Excellence & Innovation Conference 2018. This year's theme is 'Purpose Driven Excellence'. When Organisations succeed, it's because they know what to do - their mission, how to get it done and why they do it.**

In order to truly achieve excellence, your company must clearly define the why – as in your purpose for being an organisation. It's a strong sense of purpose and a commitment to drive toward achieving that purpose that will help you grow and flourish. All strategies and lean efforts flow directly from that one crucial element; Purpose. Regardless of the size of your organisation, the service you provide, or the product that you produce or manufacture, there is a purpose driving the company.

An organisation that embarks on a journey of purpose-driven excellence recognises that in order to succeed, it needs to embody a clear reason to exist beyond the pursuit of profit. Companies that work toward their purpose have a clear advantage over others.

AME's Leading Through Excellence and Innovation Conference is centered on helping you to realise your purpose and to create a lasting impact within and outside your organisation. Start with a laser focus on your purpose, and a commitment to creating a cultural environment in which people can realise their gifts, develop and apply their talents, and feel a genuine sense of fulfillment for their contributions in pursuit of that purpose, and you will succeed on your path to enterprise excellence.

AME is a not-for-profit organisation that prides itself in providing high quality, practical learning opportunities for those individuals and organisations that aspire to the goal of business excellence. At the AME we believe that an exceptionally high standard of business performance can be achieved through the application of a 'Lean Philosophy, one that embraces a continuous improvement mindset across all operational areas of the business.

As one of Australia's leading industry organisations, the AME, will this year be delivering to you an outstanding conference covering all facets of Operational Excellence. Jam-packed with value, the conference brings together a select group of high calibre international and local speakers, who are all leaders in their profession, who have achieved significant results or

have demonstrated an innovative approach when pursuing their own Lean journey.

An AME Conference provides you with the opportunity to develop new relationships by connecting and learning from and with the best. You will discover practical ways to apply creative ideas to your organisation. Build, recapture and rejuvenate your sense of purpose. Expand the depth and breadth of your knowledge. Sharpen lean skills, intensify your understanding of lean tools and learn how to integrate industry practices into your organisation. Learn about best-in-class practices, compare your experiences to the most successful businesses and make sure your continuous improvement efforts are on target.

In closing, I would like to say that we are confident that you will find great value for both yourselves and your organisations in this year's conference programme. The AME team, along with our valued sponsors and supporters look forward to meeting with you personally over the next two days. I hope that you enjoy the conference.

*Guy Bulmer*

*AME National President and 2018 Conference Chair*

# What's On?

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## Keynote Speakers

We have gathered world class keynote speakers who will inspire your journey to enterprise excellence.

## Practitioner Presentations

We showcase industry leaders who are articulate advocates for change and will present to you how you can achieve the change you seek.

## Best Practice Tours

Visit industry leaders' facilities so you can see what really works. We make sure you get to see "hands-on" tools and skills.

## Special Interest Sessions

Hear what others are doing, share and learn best practices, ask questions, dig deeper and network with fellow participants.

# Main Topics

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- Continuous Improvement
- Purpose-driven Excellence
- People-centric Leadership
- Lean
- Innovation
- Change in the Workplace
- Workplace Culture

# What Will You Take Out of This Event?

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Learning from the insights of world-class, highly successful practitioners who have been there and done that, you are provided with a trusted source of knowledge that you can rely on to confidently make the changes needed to accelerate growth. The leaner processes are, and the more engaged people are, the more productive you become and the greater your bottom-line success will be. Proven and practical experience is guaranteed at the Leading through Excellence and Innovation Conference.

# General Information

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## Venue

The two day plenary session will be held at the Leopard Lodge, Melbourne Zoo

Address: 35 Poplar Road, Parkville

Entrance: Access via the Zoo Rail Entry Gate Only.

Opening Time: Gates open at 8.15 am and close at 5pm

The optional events are held at various locations around Melbourne. Refer to the Pre and Post Conference Events page.

## Registration Desk

The Registration Desk is located at the entrance to the function area at the Leopard Lodge, Melbourne Zoo. Please direct all enquiries to staff at the desk.

The Registration Desk is open during the following times:  
Tuesday, 6 March 2018, 8:15am – 5:00pm

Wednesday, 7 March 2018, 8:15am – 4:30pm

## Mobile Phones and Pagers

As a courtesy to speakers and other delegates, please ensure that all mobile phones and pagers are switched off during the conference sessions.

## Dress Code

The standard of dress for the Conference is smart casual. Delegates taking part in the site tours will be required to wear closed toed shoes (no open toed heels/thongs/sandals etc).

## Liability

In the event of circumstances beyond the control of AME Conference 2018 and/or the Conference Organisers, no responsibility will be accepted for any losses incurred.

## Name Badges

Name badges should be worn at all times during the Conference, as they are required for entry to the sessions. Your name badge can be found at the Registration Desk.

## Photos

AME may take photographs during this event and may use those photographs for AME's purposes.

## Evaluation

Please help us to improve our program by completing the Evaluation Form that will be provided.

## Special Dietary Requirements

Delegates with special dietary requirements who have advised the Conference Office MUST make themselves known to the serving staff at all refreshment breaks. Delegates who have not previously advised of special dietary requirements should advise the staff at the Registration Desk immediately so that arrangements can be made.

## Parking

Melbourne Zoo has public parking available. All day parking can be found in and around the Poplar Road Entrance. AME will have a limited number of pre-booked all day parking tickets available at the Rail Gate Entrance on Poplar Road.

## Public Transport

By Tram

Tram 58 "West Coburg to Toorak" runs from William Street in the city centre every day, stopping directly outside Melbourne Zoo. You will need to get off at the Royal Park / Melbourne Zoo Stop and enter the Zoo at the Rail Gate Entrance.

By Train

Trains run from Flinders Street Station on the Upfield line every day, stopping at Melbourne Zoo's own Royal Park Station.

By Bus

Bus route 505 from Moonee Ponds to Melbourne University stops outside Melbourne Zoo.

## Cancellations/Refunds

Please note that no refunds will be issued by the Conference Office for any site tours and/or registration pre-booked or booked on-site at the Conference.

# Conference

## Tuesday 6 March 2018: Plenary Sessions

08.45 am	Seating and housekeeping by Master of Ceremonies Barry McCarthy
08.55 am	<b>Welcome:</b> Barry McCarthy, National Treasurer, AME Australia
09.05 am	<b>Opening:</b> Guy Bulmer, National President, AME Australia
09.10 am	<b>People– Centric or Whac-a-Mole?:</b> George Saiz, President and CEO, AME North America
10.00 am	Morning Tea
10.30 am	<b>Presentation:</b> Frank Koentgen, CEO, Ozgene
11.00 am	<b>Lean Thinking. Is it the Improvement DNA for Health Care:</b> Susan O'Neill, Past CEO, St Vincent's Hospital
11.30 am	<b>Lean and Agile Blood Supply:</b> Annette Sando, National Supply Chain Manager, Australian Red Cross Blood Service
12.00 pm	<b>Q&amp;A Panel Session:</b> With Frank Koentgen, Susan O'Neill and Annette Sando
12.15 pm	Lunch
01.00 pm	<b>Breakout Session:</b> Melbourne Zoo Insights Tour and Special Interest Sessions
02.15 pm	Afternoon Tea
02.35 pm	<b>Servant Leadership. A 4 Tier Structure:</b> Jon Retford, General Manager, Wilson Transformers
03.05 pm	<b>Commercialising Transformations and Gaining more Influence with the CEO :</b> Zoe Taylor, Director Strategic Programs & Pursuits, Schneider Electric
03.35 pm	<b>Q&amp;A Panel Discussion:</b> With John Retford and Zoe Taylor
03.45 pm	Day One Summary by Master of Ceremonies Barry McCarthy
04.00 pm	<b>Networking Drinks and Canapes</b>
05.00 pm	Day 1 Conference Close

*Please note that the program and times are subject to change.*

# Conference Agenda

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## Wednesday 7 March 2018: Plenary Sessions

08.45 am	Day Two Welcome by House of Ceremonies Barry McCarthy
09.00 am	<b>Jim Watkins Award Presentation:</b> Guy Bulmer, National President, AME Australia
09.10 am	<b>International Keynote Presentation:</b> Ron Harper, President, Cogent Power
10.00 am	<b>Q&amp;A Panel Discussion:</b> With George Saiz and Ron Harper
10.30 am	Morning Tea
11.00 am	<b>Presentation:</b> Rupert Baker, General Manager Life Sciences, Healesville Sanctuary
11.30 am	<b>Implementing 5S Lean Methodology at Qantas Engineering:</b> Ronald Tan, Manager Continuous Improvement and Lean Six Sigma, Qantas Airways
12.00 pm	<b>Lean Accounting at DSI</b> Jessica Cole, Financial Accountant, DSI Underground
12.30 pm	<b>Q&amp;A Panel Discussion:</b> With Rupert Baker, Ronald Tan and Jessica Cole
12.45 pm	Lunch
01.30 pm	<b>Breakout Session:</b> Melbourne Zoo Insights Tour and Special Interest Sessions
02.45 pm	Afternoon Tea
03.05 pm	<b>Leading Change in Uncertainty:</b> Lynne Cazaly, Author, Facilitator and Keynote Speaker
04.15 pm	Day Two Summary and Conference Prize Draw by Maser of Ceremonies Barry McCarthy
04.25 pm	<b>Closing Remarks:</b> Guy Bulmer, National President, AME Australia
04.30 pm	<b>Conference End</b>

*Please note that the program and times are subject to change.*

# Pre and Post Conference Events

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## Monday 5 March 2018

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### Asahi Beverages Site Tour and Love and Lean Workshop

WORKSHOP TIME: 9.00am - 4.30pm

LOCATION: Asahi Beverages, 2 Beverage Drive, Tullamarine VIC 3043

For those requiring bus transport:

BUS PICK UP AND DROP OFF TIME: Arrive at 8.15am. Bus leaving at 8.30am sharp and returning at 5.00pm.

BUS PICK UP AND DROP OFF LOCATION: The Larwill Studio Boutique Hotel, 48 Flemington Rd, Parkville VIC 3052 (Meet in the Lobby)

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### Sutton Tools Best Practice Tour

TOUR TIME: 9.30am to 1.00pm

LOCATION: Sutton Tools, 378 Settlement Road, Thomastown

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### Conference Welcome Dinner

EVENT TIME: 6.30pm to 9.30pm

LOCATION: The Leveson Hotel, 46 Leveson St, North Melbourne

GUEST SPEAKER: To be announced

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*Please note that the program and times are subject to change.*

# Pre and Post Conference Events

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**Thursday 8 March 2018**

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## **Cimpress Tour & People Centric Leadership Workshop**

WORKSHOP TIME: 9.00am - 4.30pm

LOCATION: Cimpress, 266 Paramount Blvd, Derrimut, VIC, 3030

For those requiring bus transport:

BUS PICK UP AND DROP OFF TIME: Arrive at 8.15am. Bus leaving at 8.30am sharp and returning at 5.00pm.

BUS PICK UP AND DROP OFF LOCATION: The Larwill Studio Boutique Hotel, 48 Flemington Rd, Parkville VIC 3052 (Meet in the Lobby)

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## **Commonwealth Bank Best Practice Tour**

TOUR TIME: 8.45am for 9.00am to 12.30pm

LOCATION: Level 9, 357 Collins St, Melbourne VIC 3000

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## **Nissan Australia and Rowville Horse Trailers Best Practice Tour**

TOUR 1: Nissan Casting Australia, 209-235 Frankston - Dandenong Road, Dandenong South

TIME: 9.00am for 9.15am start to 12.00pm

TOUR 2: Rowville Horse Trailers, 17-19 Sonia Street, Carrum Downs

TIME: 12.30pm to 3.00pm

Lunch provided at Rowville Horse Trailers. This is a self-drive event. Bus transport is available on request.

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*Please note that the program and times are subject to change.*



# International Keynote Speakers



## Ron Harper

President

Cogent Power

### The Power of Engagement - Engaging People for Improvement

Ron Harper, P.Eng., is President of Cogent Power Inc., in Burlington, Ontario, Canada. He has worked in manufacturing for 25 years, mostly in senior leadership positions in marketing, engineering, operations and general management and has been with Cogent since 1995. The organisation has been on its lean journey since 2004, and Harper has taken a highly personal role in leading the company and its teams to create a self-propelling lean organisation and culture.

Ron is a member of the AME executive committee and the Canadian regional board. He is also a highly active board member of The Centre for Skills Development and Training, in Canada, the Ontario Centres of Excellence (OCE), and regularly advises on local government policies and initiatives with Next Generation Manufacturing. As part of the AME board of directors, Harper is a leading member of the strategic initiative for People-Centric Leadership. This movement is intended to educate leaders to engage and lead teams in a manner to maximise job satisfaction and fulfillment, while creating significant value in business.

#### Presentation Overview

Ron Harper will focus on the power of creating a highly engaged team, and channeling that engagement and alignment to superior business results. Many businesses are challenged with the apparent conflict of bottom line results and effective people centric leadership and the care for your teams and people. This talk will identify how this conflict may be overcome by aligning personal needs and fulfillment with business challenges.

[cogentpower.com](http://cogentpower.com)



## George Saiz

President and CEO

Association for Manufacturing Excellence

### People-Centric or Whac-a-Mole?

George Saiz is President and CEO of the Association for Manufacturing Excellence, North America. A practitioner and strong proponent of lean and continuous improvement since 1992, he is excited to help AME grow its footprint, and to promote enterprise excellence and people-centric leadership among the next generation of manufacturing leaders. Saiz previously served as president of MicroAire Surgical Instruments, LLC. During a career spanning more than four decades, Saiz worked for a number of medical device manufacturing companies in increasing roles of responsibility from manager, director, general manager, vice president, owner and president. He has significant experience in leading complex organisations and generating growth in sales and earnings.

#### Presentation Overview

It's stated that true lean success is 70% social. However, on your journey towards enterprise excellence, it is easy to fall into the trap of focusing on the tools of lean while not equally investing in the people and culture of your organization. The Gallup organization has labeled this a crisis of engagement. Hear AME's thoughts on engagement and learn what the best leaders are doing to drive it and improve the performance results of their enterprise while distancing themselves from the competition.

#### What attendees will learn:

- Employee Engagement – what it is, the metrics surrounding engagement and how it can impact your company's competitiveness?
- AME's method to solving the engagement crisis to create a manufacturing renaissance
- What the best leaders in industry are doing in response to this crisis of engagement
- How to measure the effectiveness of your countermeasures – are they making a difference?
- The connection of employee engagement to your company's results

## Master of Ceremonies

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**Barry McCarthy**

Treasurer  
AME Australia

Barry McCarthy is the National Treasurer at AME Australia. His career highlight includes his role as Capability Development Manager with Toyota Australia in the Engineering and Logistics, Manufacturing Organisational Planning and Development Division. He has worked with the Manufacturing, Sales and Corporate Arms of Toyota Australia over the past 15 years. This has involved implementing Toyota global and local development and management systems. His work has focused on creating learning experiences to achieve business requirements.

Prior to Toyota, Barry worked for nine years at Goodman Fielder as a Plant Manager and Continuous Improvement Manager.

With the recent closure of automotive manufacturing in Australia, Barry is now sharing his unique experience and understanding with the broader community.

[ame.org.au](http://ame.org.au)

## Motivational Speaker

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**Lynne Cazaly**

Speaker, Author  
and Facilitator

### **Leading Change in Uncertainty**

Lynne Cazaly is a keynote speaker, author and facilitator. She is the author of 4 books:

Leader as Facilitator: How to inspire, engage and get work done  
Making Sense: A Handbook for the Future of Work  
Create Change: How to apply innovation in an era of uncertainty, and  
Visual Mojo: How to capture thinking, convey information and collaborate using visuals.

Lynne Cazaly isn't your average speaker. She is creative, inspiring, engaging and has a remarkable ability to impart skill and capability to a room through her pragmatic presentations.

Lynne's experience in the field of communications and influence means she walks the talk of communication and engagement ... with impact.

Her work with project teams in industries like technology, health care and banking and finance has made her a conference hit. Lynne is often rated the best speaker/ session of a conference event, able to engage the audience, and then shift their thinking as well as build their know-how.

She is a master of group work and group processes being an expert facilitator, and trainer of facilitators, and as a former broadcaster, knows the power of a microphone and an audience

Lynne's sessions are often career, project and team transformation points; great things happen during and after a presentation by Lynne Cazaly.

She's known for her exciting visuals – hand-drawn, digital and often created and edited live, on the screen.

Lynne Cazaly's experience as a board director and chair rounds out her experience at all levels of business.

[lynnecazaly.com.au](http://lynnecazaly.com.au)

# Speakers

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## **Dr Frank Koentgen**

Director and CEO

Ozgene

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Dr Frank Koentgen is the Director and CEO at Ozgene. Frank is a successful entrepreneur, scientist, and international biotechnology leader with more than 25 years experience in Research and Development in molecular genetics. He is Co-founder and CEO of Ozgene. He successfully runs the company in a very efficient and lean, yet comfortable manner, wearing the traditional Aussie outfit of board shorts and t-shirt, coupled with German Birkenstocks.

Frank is very passionate about applying Lean thinking in research environments. He has studied Toyota and many other Lean practitioners in Japan, as part of the Shingo Study Tour, and he was recently appointed a Shingo Executive Advisory Board member. Within his own research organisation, Ozgene's unique style of lean transformation drives the company's new leadership mindset as the very basis for all of its scientific endeavours: "to advance humanity – inspire curiosity".

[ozgene.com.au](http://ozgene.com.au)



## **Adjunct Professor Susan O'Neill**

Past CEO

St Vincent's Hospital

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### **Lean Thinking - is it the Improvement DNA for Health Care?**

Adjunct Professor Susan O'Neill is the Chief Executive Officer of St Vincent's Hospital Melbourne. Susan has extensive experience in health leadership, across metropolitan and regional health services in several states.

Prior to joining St Vincent's, Susan was the CEO of Albury Wodonga Health, the first cross-border health facility in Australia. Susan has held senior health administrative positions in Victoria and South Australia, where her passion for organisational excellence was established.

Susan is an advocate of the lean thinking philosophy and is a dedicated proponent of continuous improvement practices in health care. Susan holds an executive MBA, a Masters of Nursing Science, and is a fellow of the University of Pennsylvania Wharton Business School. Susan is an adjunct professor at La Trobe University.

### **Presentation Overview**

St Vincent's Hospital Melbourne (SVHM) is an 800 bed tertiary referral hospital in Melbourne with over 6000 staff. Two years ago SVHM embarked on a continuous improvement journey based on the broad application of lean thinking principles, specifically focusing on leadership, clinical engagement, people enabled processes and problem solving. The pathway taken, including the strategy deployment, governance changes, system design, staff development and performance measurement, will be presented to share insights, strengths, areas for improvement and results.

[svmh.org.au](http://svmh.org.au)

# Speakers

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## **Annette Sando**

National Supply Chain Manager  
Australian Red Cross Blood Service

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### **Lean and Agile Blood Supply**

Annette Sando is the Head of Supply Chain at Australian Red Cross Blood Service. She is an accomplished financially astute supply chain professional with excellent communication, change management and team building skills. Highly motivated and results driven - Annette is always keen to educate and set 'the vision' then support and drive the team to deliver out performance. Her love of supply chain and determination deliver the best performance possible.

Annette has broad experience in manufacturing management, S&OP (IBP) , Inventory Planning , Warehousing, Freight and Importing, Process Improvements and Systems Integration and Implementation.

She is a strong believer in the power of strong internal relationships and truly engaging with key customers and suppliers. She believes people are your greatest asset.

#### **Presentation Overview**

Supply of Blood and Blood Products is Critical to the health and wellbeing of many Australians – but shelf life is only 5 days for some products. The balance of sufficiency and minimising waste is an interesting challenge.

#### **What Attendees will Learn**

- Some aspects of blood variety and management.
- Approaches being adopted for planning.
- How we compare internationally in some areas.
- Aspects of people centric leadership, people driven operational excellence and innovation.

[redcrossblood.com.au](http://redcrossblood.com.au)



## **Jon Retford**

General Manager  
Wilson Transformers

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### **Servant Leadership - A 4 Tier Structure**

Jon Retford has been General Manager of the distribution business unit of Wilson Transformer Company since 1999. He is the past president of the Hume Lean Network and was the industry representative to the Victorian Government's advisory committee on workforce development. Jon Retford served as chair of the board for the North East Local Learning and Employment Network and is the chair of The Big Day Off Trust which raises funds to support Australian's affected by spinal injuries.

#### **Presentation Overview**

Agility in manufacturing is the key to competing with manufacturers from low labour cost countries. Teaching your customers that they can have whatever they want, on short lead times, without a forecast will secure your place in their supply chain.

Wilson Transformer Company has introduced Value Streams that are planned in a sequence. A 4 Tier management system ensures that material is available at point of use to support the sequence. Service and material providers become servants to the sequence.

#### **What Attendees will Learn**

How to improve manufacturing agility with a 4 Tier management structure that provides daily focus and accountability.

[wtc.com.au](http://wtc.com.au)

# Speakers

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## Zoe Taylor

Director of Strategic Programs and Pursuits  
Schneider Electric

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### Commercialising Transformations and Gaining More Influence With the CEO

Zoe Taylor is a highly accomplished Bid & Program Manager with a proven track record in successfully delivering large scale procurements and complex projects.

With over \$6B tendering and project experience in PPPs, DBOM and Direct Service contracts, Zoe has consulted to both public and private sector clients across major infrastructure, construction, engineering and financial services projects.

Specialising in end to end life cycle procurement and project management, Zoe takes a whole of business approach in strategic planning, execution and delivery.

Zoe works closely with Senior Executives and Partners driving multidisciplinary teams to deliver concise professional tenders and business solutions within tight timeframes.

#### Presentation Overview

Having an excellent transformation and/or Lean Six Sigma team is great, but if they can't relay the cost benefits and ROI in the boardroom, then there isn't much influence and ability to transform the entire organisation. Developing a commercial purpose and mindset and understanding what advice the CEO is looking for is what has taken Schneider Electric's transformation to that next level.

#### What Attendees will Learn

How to develop influence as a leader and commercialise your transformation?.

[schneider-electric.com.au](http://schneider-electric.com.au)



## Ronald Tan

Manager Continuous Improvement  
Qantas Airways

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### Implementing 5S Lean methodology at Qantas Engineering

Ronald Tan is the Manager Continuous Improvement and a Lean Six Sigma Master Black Belt at Qantas Airways. He has extensive experience, history and success with Continuous Improvement and Lean Six Sigma in Australia and overseas across multiple industries. A passion which began when he met Dr W Edwards Deming in 1986.

Ronald's tertiary qualifications include a Master of Business Administration degree and an honours degree in Mechanical Engineering from The University of Technology, Sydney. Over the years he added formal studies in Strategy, Business Planning, Mergers & Acquisitions, and Supply Chain Management from INSEAD's Graduate School of Business, The National University of Singapore and Nanyang Technological University of Singapore.

#### Presentation Overview

Qantas Engineering puts the 5S Lean methodology into practice at its BBM Operations with the goal of establishing a sustained 5S culture that focuses on process and productivity improvements; cost benefits; and safety by eliminating hazards.

The implementation of 5S Lean methodology at BBM is now the benchmark across all of Qantas Airways. The benefits are significant, with efficiency gains of 10% - 30%.

Ronald will cover his experience implementing numerous highly successful 5S programs during his time at Qantas.

[qantas.com](http://qantas.com)

# Speakers

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**Jessica Cole**

Financial Accountant  
DSI Underground

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## Lean Accounting at DSI Underground

Jessica Cole is the Financial Accountant at DSI Underground. She has been in this position for 6 years. DSI Underground are global leaders for products and systems for the Tunnelling and Mining industries. Jessica completed a Bachelor of Commerce with Financial Accounting major through Newcastle University and through a scholarship with Maastricht University in the Netherlands. She was awarded an MBA with distinction (marketing major) through Newcastle University and completed a Graduate Certificate in Competitive Systems and Practices through Swinburne University. Jessica was a finalist in the 2017 Hunter Manufacturing Rising Star Award.

## Presentation Overview

DSI Underground is Australia's largest manufacturer and supplier of specialist strata reinforcement and support products to the underground coal and metalliferous mining sectors. While the tools of lean have continuously proven successful in manufacturing environments, Jessica will take you through her journey of applying these to the accounting functions at DSI. In particular, the month end reporting process is a key focus area and has delivered significant time savings, reducing the process from 5 days to 3 days, and freeing a resource to focus on other business activities.

[dsiunderground.com.au](http://dsiunderground.com.au)



**Rupert Baker**

General Manager Life Sciences  
Healesville Sanctuary

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## Leading-Edge Lean and Continuous Improvement Solutions at Zoos Victoria

Over the last few years Zoo's Victoria has deployed Lean and continuous improvement to improve its various operations. They identified the need for a new approach to help them improve the operations of their three zoos, and more specifically the fight against species extinction. After much consideration Lean thinking was initially chosen as the best way for the zoo to change their culture and equip their staff with the required skills and tools to improve their overall performance. Since implementing Lean, the projects undertaken at Zoos Victoria have shown how koala's, ducks and even elephants can benefit from the use of structured problem solving.

[zoo.org.au](http://zoo.org.au)



## Sponsors and

### Institute for Lean Systems



Institute for Lean Systems (ILS) helps build regenerative organisations that drive continuous improvement through respect for people. ILS focus on enterprise-wide transformation, actionoriented for immediate and substantial results, but made culturally sustainable through carefully designed programs of education, coaching, and training based on a simple lean model. Their passion, insight, and demeanour accelerate practical learning in every setting, and keep it fun while building strong improvement teams in your organisation. ILS offer onsite transformation services, university certified programs for every level in the organisation, international study missions, and one-on-one coaching services.

[www.theleanway.com](http://www.theleanway.com)

### Vistaprint



Vistaprint, a Cimpres company, empowers millions of business owners worldwide to market themselves professionally. Their wide range of quality products at affordable prices, along with design tools suited to every skill level and need, mean everyone can create the customised materials they need to get their message across. They invented the technology – and the concept itself – of affordable online printing in quantities that meet the needs of small business owners. And they're constantly enhancing it. Today their patented printing technique allows them to maximise efficiency and consistently deliver quality and savings to the customer.

[www.vistaprint.com.au](http://www.vistaprint.com.au)

### Minitab



Minitab helps people discover valuable insights in their data. In 1972, Minitab Statistical Software was created to more easily teach students statistics. The application performed the calculations, and allowed students to focus on learning the concepts and what they can reveal about the world. The software was rapidly adopted by other schools and revolutionized the way people teach and conduct data analysis. Today, Minitab continues to facilitate discovery and transformation. Thousands of businesses use Minitab Statistical Software, Companion, and Quality Trainer to uncover flaws in their processes and improve them. And educators in more than 4,000 colleges and universities use Minitab Statistical Software to teach their students the power of data analysis. Minitab is also widely known for providing the industry's best customer service, including outstanding training and unlimited technical support.

[www.minitab.com](http://www.minitab.com)

### S A Partners



S A Partners – established in the UK over 20 years ago is a global lean consulting, training, and coaching business. S A Partners strive to help organisations create better, easier, and sustainable journeys towards enterprise excellence. Professor Peter Hines, a multiple winner of the Shingo Research Award, leads the organisation. Several organisations supported by S A Partners have achieved Shingo awards including most recently one of the teams at the Commonwealth Bank. S A Partners support a wide range of sectors including food and beverage, manufacturing, pharmaceutical, medical device, retail, distribution, financial services, mining, defence and utility industries.

[www.sapartners.com](http://www.sapartners.com)

# AME Event Code of Conduct

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## Scope

It is a condition of participating in any AME event that the the following code of conduct be observed by all attendees, speakers, hosts, sponsors and volunteers. Your co-operation will help ensure an enjoyable and safe experience for everybody.

## Expected Behaviour

Be considerate, respectful, and co-operative. This includes following organiser and host instructions regarding safety or other matters, and taking care not to damage other's property.

Be mindful of your surroundings and ensure your actions or behaviour does not negatively impact the safety and comfort of other event participants.

Participate in an authentic and active way. Share when relevant and listen when appropriate.

## Unacceptable Behaviour

Unacceptable behaviours include: intimidating, harassing, abusive, discriminatory, derogatory or demeaning conduct by any attendees, sponsors, speakers, staff or patrons of the AME event.

Consultants and service providers are not permitted to hand out marketing material (e.g. brochures) during AME events or otherwise aggressively promote their services to hosts, speakers and/or attendees.

Consultants and service providers must respect the fact that event attendees have come to the event in order to learn, not necessarily to network or buy services. Therefore they should not persist in promoting their services to an event attendee, event host and/or speaker unless invited to specifically do so.

Whilst we value the membership of Consultants, it is important that "practitioner " members are given priority opportunity to listen, observe and learn. Therefore Consultants should avoid interrupting conversations between attendees in order to promote their own services.

Consultants should avoid criticising speakers, sponsors and other consultants in their conversations with attendees.

## Consequences of Unacceptable Behaviour

Unacceptable behaviour will not be tolerated, whether by attendees, speakers, organisers, venue staff, sponsors, or other patrons of AME events.

If a participant engages in unacceptable behaviour, the AME event host may take any action they deem appropriate, including expulsion from the event without warning or refund.

## What to Do If You Witness or Are Subject To Unacceptable Behaviour

If you are subject to unacceptable behaviour, notice that someone else is being subject to unacceptable behaviour, or have any other concerns, please notify the AME representative or AME office as soon as possible.

# Contact Details

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AME Australia

T: 1300 263 287 E: [ame@ame.org.au](mailto:ame@ame.org.au) W: [www.ame.org.au](http://www.ame.org.au)