

# AME QLD Event

5 May 2010

## Lean Learning Seminar Series



### Defining Customer Value

- The foundation

#### When

Wednesday  
5th May 2010  
5:30 - 7:00pm

#### Where

Room i2.02  
Acacia Ridge Training  
Centre  
247 Bradman Street  
Acacia Ridge  
QLD 4110

#### Pricing

Members  
\$20.00  
Non-members  
\$45.00

Price includes GST

#### Register by

3 May 2010

#### Leadership in operational excellence

PO Box 193  
Surrey Hills VIC  
3127 Australia

T 1300 AME AUS  
F +61 3 9898 0249  
ame@pams.org.au

www.ame.org.au

### Defining Customer Value - The foundation

We are pleased to announce this interactive workshop on Lean Learning in Acacia Ridge.

The foundation of any business is the customer, and it is their perception of value that drives your profitability. Knowing exactly what customer value is, how to measure it and how to teach it to your staff is the heart and soul of Lean thinking. This workshop will draw on the experiences of some of Brisbane's most experienced lean practitioners to build and develop your understanding of customer value and how you can apply it in your business.

Andy Pullin, of the Improve Group will facilitate the session. Andy has an Aerospace background, with many years working in change management with companies such as Rolls Royce (UK), Eurojet (Spain) and Xian Aerospace Engineering (China). With a wealth of practical experience from the shop floor to senior management, Andy will help you understand customer value and how to use this to build the foundations of a lean enterprise.

Practical guidance and real examples from experienced Lean practitioners will help those new to Lean take the first steps, and the more experienced practitioners to evaluate their progress.

Topics include:

- Defining Customer Value
- Map the Process
- Flow
- Pull & Engage People
- Perfection and Continuous Improvement

Presented by the Association for Manufacturing Excellence (AME), these seminars will be reinforced by site visits and other events to highlight and emphasise the learnings from the seminars.



***If you're serious about maintaining or gaining your competitive edge, do not miss this event!***

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## Registration Form

### DELEGATE DETAILS

Title: (please circle) Mr / Ms / Dr / Prof / Other

Name: \_\_\_\_\_

Preferred name: (for name badge) \_\_\_\_\_

Organisation: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Phone/Mobile: \_\_\_\_\_

### PAYMENT METHOD

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

Fax: 03 9898 0249 Phone: 1300 AME AUS

Post: AME, PO Box 193, Surrey Hills, Victoria 3127, Australia

### CREDIT CARD DETAILS

Card type: (please circle)    **Mastercard**    **Visa**    **Amex**

Credit Card No: \_\_\_\_\_

Card Expiry: \_\_\_\_\_

Amount being paid: (\$) \_\_\_\_\_

Name on credit card: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

You will receive an emailed confirmation of your registration (faxed or mailed registrations may take one working day). If you don't receive a confirmation please contact us on 1300 AME AUS.

***If you're serious about changing or improving the culture in your business, do not miss this event!***