

AME VIC Event

22 April 2010

Value Stream Mapping in the Service Industry - by Rebekah Vesali



When

Thursday
22nd April 2010
6:30 - 8:00pm

Where

Yarra Yarra Golf Club
567 Warrigal Road
Bentleigh East
VIC 3165

Pricing

Members
\$50.00

Non-members
\$100.00

Price includes GST

Register by

20th April 2010

Dress Code

- Smart casual
- Golf Club dress regulations apply
- Tailored pants / skirt
- Collared shirts
- Leather shoes
- No denim
- No running shoes
- No work wear

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

Lean and Six Sigma Methodologies

This interactive presentation illustrates via three separate case studies how using Lean & Six Sigma methodologies can help to bring about business improvement and cultural transformation in a services environment.

Flow, or rather, lack of Flow is everywhere... using ANZ's lean six sigma methodology some key service propositions have been targeted using Value Stream Mapping to improve business performance and deliver a better service to customers.

- 1) Improving the efficiency of the recruitment process
- 2) Improving the accounts payable process
- 3) Improving the approval & activation of new credit card customers

All these processes have been targeted by the same method or process of improvement which has clearly shown the power of standardised processes from a project perspective.

Another key element of success that is explored throughout the presentation is the how to create involvement & buy-in to make the changes necessary in the process for sustained improvement.

There will be plenty of opportunity for discussion and questions with delicious canapés and drinks provided.

Speaker profile and menu selections over page.



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

AME VIC Event

22 April 2010

Value Stream Mapping in the Service Industry - by Rebekah Vesali



When

Thursday
22nd April 2010
6:30 - 8:00pm

Where

Yarra Yarra Golf Club
567 Warrigal Road
Bentleigh East
VIC 3165

Pricing

Members
\$50.00
Non-members
\$100.00

Price includes GST

Register by

20th April 2010

Dress Code

- Smart casual
- Golf Club dress regulations apply
- Tailored pants / skirt
- Collared shirts
- Leather shoes
- No denim
- No running shoes
- No work wear

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

Rebekah Vesali

Project Director - ANZ

Rebekah has 15 years professional and consulting experience in Continuous Improvement covering services, manufacturing and mining.

Rebekah's qualifications include an MBA, Bachelor of Engineering and Six-Sigma Black Belt. Her experience also includes a 1-year stint in Japan focused on leadership, production analysis, improvement and quality through practical training in over fifteen factories.

Rebekah has a passion for continuous improvement and working with people, she is a Board Member with the Association for Manufacturing Excellence and has been nominated as a Young Industry Ambassador for Careers in Manufacturing for 2006.

Canapés Menu

- Individual Steak and Guinness Pies with Tomato Ketchup
- Risotto Aranchini Balls with Tomato Chutney (V)
- Fresh Japanese Sushi, Maki and Sashimi with Wasabi, Soy and Ginger
- Crumb Fried Chicken Strips with Aioli

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

AME VIC Event

22 April 2010

Value Stream Mapping in the Service Industry - by Rebekah Vesali



When

Thursday
22nd April 2010
6:30 - 8:00pm

Where

Yarra Yarra Golf Club
567 Warrigal Road
Bentleigh East
VIC 3165

Pricing

Members
\$50.00
Non-members
\$100.00

Price includes GST

Register by

20th April 2010

Dress Code

- Smart casual
- Golf Club dress regulations apply
- Tailored pants / skirt
- Collared shirts
- Leather shoes
- No denim
- No running shoes
- No work wear

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

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

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!