

BUILDING THE KEYSTONE TO WORLDCLASS
WORKFORCE PERFORMANCE THRU'...

TOTAL EMPLOYEE INVOLVEMENT

Some Companies Seem To Succeed No Matter What Happens...



WHEN EVERY SECOND COUNTS

"... tenths of a second can make a difference between WINNING and LOSING ... The mechanics (OUR PEOPLE) themselves take great pride in completing the stops as swiftly and efficiently as possible and see it as THEM contributing to the OUTCOME of the race."

*- Head of Race Operations
Vodafone McLaren Mercedes Team (Sky Sports | F1)*

**Are your PEOPLE... your DRIVING FACTOR...
to PROFITS and PRODUCTIVITY ???**

Researched and Developed By:

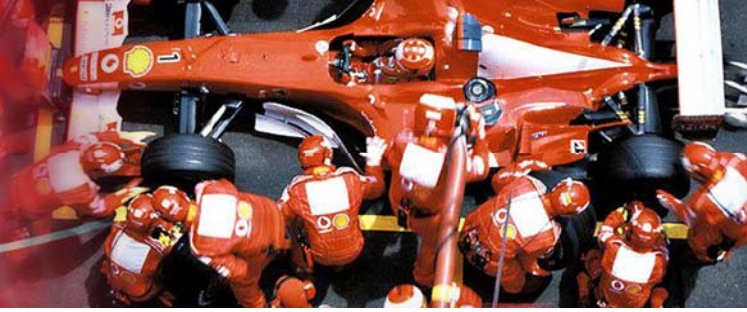


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. August 6 & 7, 2008
. JW Marriott
. Kuala Lumpur

*“... the survival of firms... their continuous existence depends on day-to-day mobilization of every ounce of intelligence... Only by drawing on the combined brain power of all employees can a firm face up to the turbulence and constraint of today's business environment... **PEOPLE** are the key to the efficient functioning of any organisation.”*

- MATSUSHITA ELECTRIC INDUSTRIAL COMPANY -



Globalisation and rapid technological change are rewriting the rules of competition. Manufacturing is poised for a renaissance - but only those organisations that are shoring up their arsenal of capabilities and investing in TECHNOLOGY, BEST PRACTICES and PEOPLE will SURVIVE.

Manufacturing leaders are realising that to meet the challenges of global competition and changing technology, they must look into the fabric of their organisation and use their most valuable assets, their **work force**, in the most productive manner.

Market leaders have re-engineered their human resource functions and are now investing in workforce management programmes that promote high performance work teams, improve cross-functional training and facilitate worker empowerment - ultimately creating a culture that thrives on **learning** and **change**.

Every manufacturer thrives relentlessly in a highly competitive global marketplace to maintain their dominance AND it is the **committed workforce** that marks the difference.

“... even in routine work the only true expert is the person who does the job.”

- Peter Drucker -

- TOTAL EMPLOYEE INVOLVEMENT -

...A breakthrough proven methodology drawn from the infamous **LEAN PRINCIPLE** and the **TOYOTA PRODUCTION SYSTEM** to boost people performance and work attitude.

Total Employee Involvement (TEI) is a deeply rooted corporate culture, a revolutionary business philosophy successfully applied across the continent to oust negative thought processes, ingrained attitudes and prejudices among employees. It is a ground-breaking set of principles that demand total participation, involvement and commitment from each employee throughout the production process.

This participative management style is gaining more acceptance in the corporate world. Participative management, another way of describing Total Employee Involvement (TEI), has evolved through many stages: Quality circles, work teams multi-departmental taskforces and finally the concept of total employee involvement.

Forward-thinking organisations that have successfully embedded TEI into their Corporate Culture has gained ...

**70% IMPROVEMENT IN THE PRODUCTS QUALITY . 70% IMPROVEMENT IN CUSTOMER SERVICE
65% IMPROVEMENT IN OVERALL PRODUCTIVITY . 45% IMPROVEMENT IN WORKER SATISFACTION**

**COMPETITION HAS NO FINISHING LINE
ARE YOU GETTING THE MOST FROM YOUR EMPLOYEE ???**



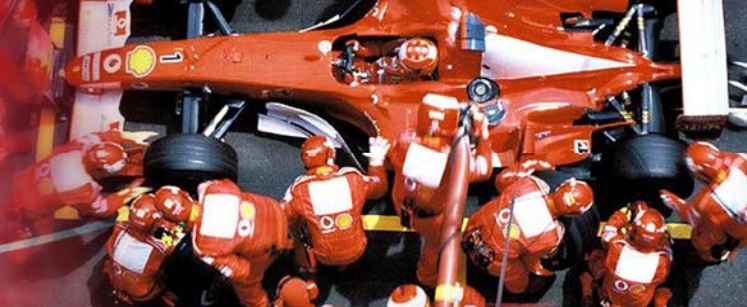
IN THIS GROUND BREAKING WORKSHOP

YOU WILL LEARN HOW TO

- ⊕ GAIN KEY INSIGHT on how to sustain continuous and systematic improvement through people
- ⊕ IDENTIFY and RESOLVE cultural barriers that impede maximum productivity and excellent job performance
- ⊕ INSPIRE and NURTURE a world class working environment with exceptional work ethics and attitude
- ⊕ LEVERAGE on the practical deployment of team strategy in manufacturing operations
- ⊕ SLASH DOWN operational cost by minimising managerial mistakes through active brainstorming of ideas
- ⊕ ENHANCE employee accountability and meaningful engagement in production process
- ⊕ DRAMATICALLY reduce the incident of absenteeism, de-motivation of employee, passivity, poor job performance and employee non-involvement
- ⊕ GENERATE and IMPLEMENT practical and proven types of employee involvement programmes at workplace
- ⊕ INTEGRATE different types of people management models into one systematic model
- ⊕ ADOPT the Kaizen approach: Continuous, systematic improvement through people
- ⊕ LEARN how to transmit Value Adding Management basic concepts to people - How to insert people in Value-generating processes
- ⊕ EXAMINE the infamous *Figaro* Model for Total Employee Involvement to optimise workforce performance

“Central to the culture of the Hams Hall plant, and of the BMW Group as a whole, is a culture founded on the principle that ‘BUSINESS IS PEOPLE’ ... everyone can participate ... and ... be rewarded for initiating improvements and performing to a level that exceeds the normal requirements and expectations of their job roles.”

- HAMS HALL PLANT, BMW GROUP -



AGENDA

MODULE 1 THE KEY REQUIREMENTS FOR SUCCESSFUL EMPLOYEE INVOLVEMENT

- > The world has changed: The environmental change must be understood and managed effectively
- > Have a clear direction and ensure effective communication: “Let people know where you are going to.....”
- > Continuous, systematic improvement through people: People represent the difference between failure and success – Is this clear at all levels of your organisation?

Case Study - Every enterprise is built around a “formula”: Be prepared to abandon it

MODULE 2 MAKING PARTICIPANTS AWARE OF THE TEI DISCIPLINE

- > Foundations and implications
- > Hints on how to stimulate creativity, sense of responsibility and care for quality and productivity in your collaborators
- > Basic conditions that must be fulfilled in order to assure “Job Satisfaction” to employees and workers

MODULE 3 THE MAIN PARAMETERS ASSOCIATED WITH PEOPLE PERFORMANCE

- > Quality - Productivity - Responsibility & Accountability - Creativity - Challenge
- > Why frustration and de-motivation can reach so high levels in work forces

VIDEO PRESENTATION AND CASE STUDIES

MODULE 4 PEOPLE PERFORMANCE: WHY TRADITIONAL ENTERPRISES FIND IT DIFFICULT TO ACHIEVE

- > Why people “don’t perform”: The root causes of poor performance date back to over 2 centuries ago
- > **Interactive Session** - Why “money” does not solve the problem of poor performance?
- > Why all traditional management and motivational techniques somehow fail - Why communication is so difficult - Why in many enterprises there is a communication problem

VIDEO PRESENTATION AND CASE STUDIES

MODULE 5 ORGANISATIONAL STRUCTURES THAT SUPPORT AN EFFECTIVE EMPLOYEE INVOLVEMENT SCHEME

- > Harmonising the HR Management strategy with organisational culture, management style, approach to clients, approach to suppliers, and method of operations
- > The 4 Organisational Models in industrial history: To which model does your enterprise respond? Is the model suited for high involvement?
- > **Interactive Session** - Scanning an organisational structure and defining the most appropriate HR Management strategy. Is TEI suited to all enterprises?
- > **Interactive Session** - Selecting/employing personnel 20 years ago and today – What are the main differences

MODULE 6 TEAM WORK: THE SOLUTION?

- > Teams, project teams, improvement teams, inter-functional teams, re-engineering teams and meetings. Is “team-work” the real key to high involvement? Why team-work alone does not guarantee high participation. Under which conditions can it assure effective involvement and beneficial results
- > **Interactive Exercise**

MODULE 7 FROM THE “SUGGESTION BOX” SCHEME TO TOTAL PARTICIPATION

- > Generation of interest and involvement in people - What is the secret, missing ingredient?
- > Business benefits of Employee Involvement Programmes

“TOYOTA received 2 million ideas annually from its workforce. Amazingly, 80% of those ideas were implemented successfully and Toyota remains as a world class manufacturer !!”

- TOYOTA SUGGESTION SYSTEM -

MODULE 8 TRANSMITTING BASIC LEAN-THINKING AND VALUE - ADDING - MANAGEMENT CONCEPTS TO PEOPLE

- > The key is orientation to value
- > How to transmit lean principles to people – Explaining value-adding and non-value-adding – Explaining waste and identifying waste - Generating awareness: The one-piece-flow experiment in manufacturing operations and its extrapolation for deployment in all industries

VIDEO PRESENTATION AND CASE STUDIES

MODULE 9 PRACTICAL WAYS AND TIPS TO OBTAIN HIGHER PEOPLE INVOLVEMENT

- > How to insert people in value-generating processes. Making people understand the difference between single-skill/single-function activities (tasks) and multi-skill/multi-function process management. How to switch over from simple tasks to simple processes. How to evolve from “job description” to “process description”

VIDEO PRESENTATION AND CASE STUDIES

MODULE 10 IMPLEMENTATION REQUIREMENTS AND STRATEGIES FOR GETTING STARTED

- > The link between waste in operational processes and employee involvement – Why eliminating the former assures enhancement of the latter - The 5S approach for getting started
- > The key role of Lean Disciplines in increasing workers’ and supervisors involvement: Why all of them contribute greatly to the target. The bottom-up approach to Total Quality Management: Quality building through people creative power-benefits of deploying the Value Stream Management discipline with high people involvement

MODULE 11 TOOLS AND SKILLS NEEDED TO BE SUCCESSFUL IN A TEAM ENVIRONMENT

- > How to get greater Employee Involvement through improvement teams activities – How to prepare the ground for successful and effective team work at operational level. Basic rules and conditions to be fulfilled
- > Practical deployment of the improvement team strategy in manufacturing operations and in project type of works. The concept of the “Last Planner” in Construction and Engineering

VIDEO PRESENTATION AND CASE STUDIES

MODULE 12 A COMPREHENSIVE MODEL OF TOTAL EMPLOYEE INVOLVEMENT

- > Using the Lean Kaizen approach: Continuous, systematic improvement through people and their brain-power
- > Basic Kaizen principles for Managers, Supervisors and Shop-Floor Personnel – Creative Problem Solving and Generation of Opportunities methods – The 6 Thinking Hats approach for utmost effectiveness

MODULE 13 HOW WORLD-CLASS ENTERPRISES ACHIEVE HIGH PRODUCTIVITY LEVELS

- > Absenteeism: Why world-class enterprises do not suffer from this plague
- > How to give back pride to people and dignity to their work: The *Figaro* model for total employee involvement

MODULE 14 EMPOWERMENT AND MANAGEMENT STYLE

- > Empowerment: Is it the solution?
- > From traditional Management to Coaching: What are the pre-requisites?
- > How to prevent the Pygmalion effect in industry: Managers are the main obstacle to people involvement and growth

CASE STUDY

MODULE 15 BEYOND TEI: TEP - TOTAL EMPLOYEE PERFORMANCE

- > The Ice-Cream Vendor Model for Total Employee Performance
- > The Italian Model of “small enterprises in the enterprise”, or “small and simple is beautiful”

VIDEO PRESENTATION AND CASE STUDIES

MODULE 16 JOB SATISFACTION

- > A dream or reality?
- > Why and how world-class enterprises are built on high levels of people job satisfaction

H O W T H E W O R K S H O P W I L L B E C O N D U C T E D

PRAGMATIC

Based on researched content and real-life experience of the facilitator, the course materials and concepts can be implemented as soon as participants return to the workplace

SOLUTION – ORIENTED

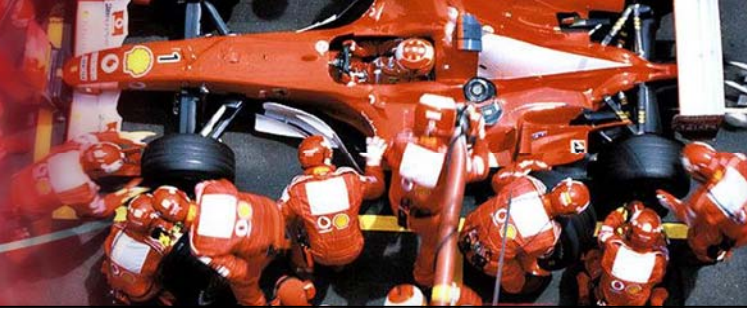
The hands-on exercises and consultative sessions address chronic challenges and develop strategies that maximise returns in Human Capital

INTERACTIVE

Participative and interactive in nature. Supplemented with movies, slide shows and case studies

"Through EMPLOYEE INVOLVEMENT and team efforts, Nascote secured contracts that guarantee the existence of the company and employment for its workers...Employee involvement is becoming a way of life at Nascote as its teams continue to get involved in business development, planning, and plant-wide operations."

- NASCOTE INDUSTRIES, INC. - NASHVILLE -



Dr. Carlo Scodanibbio is an internationally acknowledged industrial specialist with over 37 years of experience in Plant Engineering, Project Engineering and Project Management, as well as Industrial Engineering and Operations Management.

He has worked in a wide spectrum of companies and industries across continents since 1979 as a Freelance Consultant. Dr Carlo also acts as an Independent Professional Consultant and Human Resources Trainer to the industry. His area of intervention is World Class Performance for Small and Medium Enterprises which has benefited more 13,000 Entrepreneurs, Managers, Supervisors and Workers particularly in the area of "lean". Dr Carlo's long standing collaboration with chamber of commerce, productivity centre, industry federation, employer federation, industry association, UN Industrial Development Organisation and educational establishments makes him an undisputed expert in his own class.

"An excellent course.... Fantastic Italian "Maestro" who takes you from zero to hero.... Thank you Carlo !!"

- Stephen Van Rensburg , CTI South Africa

As a "lean" expert, Total Employee Involvement is one of his much sought workshop by manufacturers and industrial practitioners that has dramatically accelerated workforce performance, enhanced returns and reduced operational costs by more than 50% in less than a year.

His illustrative list of clients include Baxter, ABI (Coca-Cola Bottlers), Air Malta, Aspen Pharma, De Beers, Kapa Oil Refineries, Nissan Diesel, Pretoria, Puma Jersey, Pioneer Foods, Hydro Tech, Nestle, University of Cape Town, Woolworths, Wonder Foods, Zamco, Colgate-Palmolive, Mahindra & Mahindra, Goodyear, General Motors, Trevor Abbott, Sara Lee, Tata Power Company, Malta Shipbuilding, Aventis, Union Steel, Coca-Cola Swaziland, Stalco, Eureka, Alco, Bharat Aluminium, Johnson & Johnson, Moser Baer, Ranbaxy, Al Khobar, Sunbeam, Gail India, Playmobil, Sarrat Group, Al-Khobar, BASF, Tapal Tea Pakistan, British American Tobacco, Owens Corning, Whirlpool, First National Bank and Afrox.

Dear delegate (s),



I am very much inspired to conduct this workshop for the first time ever in Malays. In this highly interactive workshop, we shall bring you the time tested tools, techniques and cutting edge solutions that will transform your working culture and performance to greater heights to enable you to **outpace** and **outperform** your competitors. Our powerful topics are practical-based, tailor made to improve and boost your productivity level by leveraging on the people factor. We guarantee you will be able to apply the best industrial practice with landmark case studies and experiential examples elaborated in technical free methods and approaches.

Streamline your people management mechanism with our step - by - step content rich workshop. See you in Kuala Lumpur!

Carlo Scodanibbio

"Research by Gallup has uncovered that less than 30% of employees are truly engaged in their jobs. Lean Thinkers have long shown that an additional 25%-40% of the work done by most organisations is waste or non-value added. This means that at least 40% of every payroll dollar is lost. With the advent of true global competition, can you afford to lose 40% of your time as a company?" - Dr Carlo Scodanibbio

What Has Clients Got To Say About Carlo...

"An excellent course. Lean principles can be presented in a manner which puts people to sleep very quickly! I know - I have been there! You have not only succeeded in keeping me awake, you've made your points clearly and with distinction."
- Circuit Breaker Industries, South Africa -

"It has been the most important seminar on workforce optimisation I have attended. The topics were generally presented with a high experience factor."
- Eureka Ltd Larnaca Cyprus -

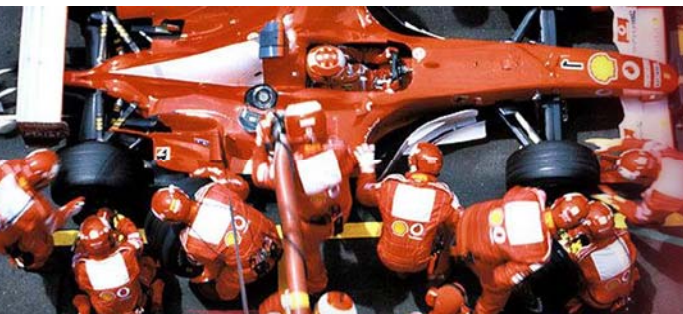
"An excellent course. It puts the emphasis on the cultural change required to make the business more competitive and on the leading edge in its class."
- Uthukela Water, South Africa -

"This course is an absolute must for any manufacturing environment."
- Circuit Breaker Industries, South Africa -

"We are very happy with Mr. Scodanibbio's services which have resulted in very tangible results in the improved performance of our staff and consequently in the efficiency of the organisation."
- A. X. Chairman, Malta -

"... The professionalism and abilities of the trainer have made our three companies achieve very satisfactory results with enormous positive effects on the performance of all employees ..."
- R.L. Financial Director, Italy -

"... Dr Scodanibbio is a man of integrity, of high moral standing and with an excellent background".
- M.S. Partner, Malta -



REGISTRATION... TOTAL EMPLOYEE INVOLVEMENT

AUGUST 6 & 7, 2008 - JW MARRIOTT, KUALA LUMPUR

PAYMENT

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Two easy way to pay

• Telegraphic Transfer

Bank : Maybank Berhad
Branch : Desa Pandan, Kuala Lumpur
Malaysia
A/C No : 514543111415
Swift Code : MBB EMY KL

• Foreign Demand Draft in USD to be drawn in a MALAYSIAN Bank.

All payments by cheque should be made in favour of:-

Intelligence Business Networks (M) Sdn. Bhd.
160-3-1, Kompleks Maluri
Jalan Jejaka, Taman Maluri
55100 Kuala Lumpur
Malaysia

Note: Payments must be received within 7 days upon issuance of invoice

HOTEL RESERVATION DETAILS

**JW Marriott Hotel
Kuala Lumpur**
183 Jalan Bukit Bintang
55100 Kuala Lumpur, Malaysia
Tel : 603 2715 9000
Fax : 603 2715 7000



Room Reservation can be made by delegates directly with the hotel. To enjoy privileged room rates, please state you're attending an event organised by IBN International. Please call Ms. Ros at 603 2719 8210 or email at roseat@ytlhotels.com.my

CANCELLATION POLICY

Due to contractual obligations, cancellation charges are as follow:

- *20 to 10 days notice : 50% of the workshop fee
 - *9 to 3 days notice : 70% of the workshop fee
 - *2 days or less notice : 100% of the workshop fee
- (* Based on working days only)

However, complete sets of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing.

Note: It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue, every effort will be made to inform the participants of the change.

CERTIFICATE



Delegates who successfully complete this course will receive the prestigious IBN's Certificate of Achievement; a statement of Intelligence endorsed by world renowned subject matter experts.

VISA REQUIREMENT

Delegates requiring visas should contact their Respective Embassies or High Commissions in their country of residence as soon as possible

Investment Fee

**2-DAY WORKSHOP FEE
RM 4290**

**EARLY BIRD REGISTRATION
RM 3990**
(register before 23rd. June 2008)

**GROUP DISCOUNT
SAVE ADDITIONAL 10 %**
(for the 3rd and subsequent delegate from the same organisation)

**Please complete this form immediately and fax to
603 - 9200 7946**

PARTICIPANT DETAILS

Name 1 _____ Job title _____
Name 2 _____ Job title _____
Name 3 _____ Job title _____

(name in full)

INVOICE SHOULD BE DIRECTED TO

Company _____

Business Address _____

Name _____ Job title _____ Dept _____

Email _____ Tel No _____ Fax No _____

Name of Authorising Manager _____ Job title _____

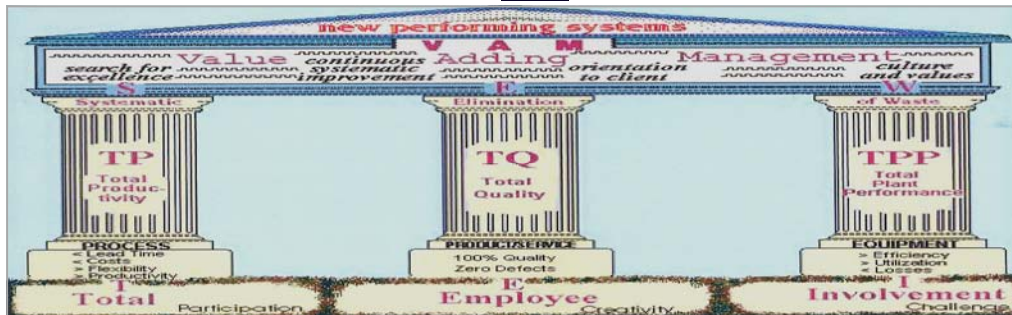
Signature _____ Date _____

This Booking Is Invalid Without A Signature

INFORMATION
For further information on this event,
please contact our Program Managers
at 603 9206 5800
Or e-mail: ibn@intel-biznet.com

**WORKSHOP
SCHEDULE**

Registration	0830
Course begins	0900
Morning Refreshment	1030
Luncheon	1300
Afternoon Refreshment	1530
End of the day	1700



WHO SHOULD ATTEND

This course is designed for COOs, Managing Directors, Senior Vice Presidents, Vice Presidents, General Managers, Project Officers, Directors, Heads of Department, Supervisors, Managers, Engineers and Senior Executives that are responsible for:-

- | | | |
|--------------------------|--------------------------|------------------------------|
| ⊕ Human Resources | ⊕ Administration | ⊕ Production Planning |
| ⊕ Plant Maintenance | ⊕ Warehousing | ⊕ Procurement |
| ⊕ Production | ⊕ TQM | ⊕ Logistics |
| ⊕ Continuous Improvement | ⊕ Industrial Engineering | ⊕ Organisational Development |
| ⊕ Employee Performance | ⊕ Quality Assurance | ⊕ Inventory |
| ⊕ Operations | ⊕ Employee Training | ⊕ Project |
| ⊕ Manufacturing | ⊕ Factory | ⊕ Technical |