



EVENT REPORT

American Society for Quality Conference

Customer-Supplier Relationship Symposium, Phoenix, AZ
Wednesday, February 20, 2007

Profero Class: LEAN 101 CLASS (one-day)

During the February 2007 American Society for Quality (ASQ) Conference in Phoenix, AZ, Profero "Catalyst" Tony Manos gave a one-day course on Lean Enterprise. ASQ's conference materials noted that, "Lean concepts have helped companies to remain competitive, innovative, and profitable and Lean implementation results in enhanced cost and cycle-time reduction, customer satisfaction, and standardized high quality."

Manos's course "focused on Lean methods that can be used to minimize all forms of waste and maximize value for the customer." Participants were taught the basics of Lean including the Eight Wastes of Lean and the Building Blocks of Lean. Manos also utilized a hands-on demonstration with the participants taking a struggling company from a traditional "push" system to a streamlined "pull" just-in-time manufacturer.

One participant was Greg Jordan, Director of Quality and North America Supply Base at Kimball Hospitality. He appreciated learning useful, new information so quickly and easily, and commented that he thought "Tony's example of "Why Change" and "Adopting Change" were very simple and to the point."

At Kimball International, they are only in the infant stages of Lean but Jordan thinks that information supplied in Manos's overview will be "very helpful in guiding the workforce as they move forward" and that the information presented "will help answer some of the "why" questions."

Because of the sheer volume of materials presented, the course load could have easily been overwhelming, but Jordan noted that Manos's materials and teaching style kept everyone's attention. "I really enjoyed Tony's approach and presentation. Our breakout session was very informative and even the group participation was excellent."