

Workshop on Continuous Improvement - "KAIZEN"

Improvement is one of the focus areas in management systems such as ISO 9001 and ISO 14001. Why an organization needs continuous improvement? Continuous improvement is a means to have competitive advantage over competitors. Continuous improvement is a means to provide better and improving customer service which is getting higher and higher nowadays. How can an organization implement continuous improvement? There are numerous approaches and tools in the market. However, an organization will be running around a circle wasting resources if wrong approach or tools is adopted. An organization needs to develop an approach choosing the correct tools for running their own continuous improvement. Do not just pick any approach which works in other organizations and might not be good for your organization.

This one-day seminar aims to give participants an overview of different tools and approaches, and participants will be able to come up with an approach suitable for their own organization aligning their own culture and resource in a simple manner. At the end, the organization should be able to realize the benefits from continuous improvement – improving operations, improving productivity, improving customer service, improving business .

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| Date: | 29 April, 2011 (Friday) |
| Time: | 9:30pm - 5:00pm (registration at 9:15pm) |
| Venue: | British Standards Institution Suites 817-818, 8 th Floor, Ocean Centre, 5 Canton Road, Kowloon, Hong Kong |
| Fee: | HK\$980 / HK\$*880 (Early Bird / Loyalty Price) |
| Speakers: | Mr. Alfred Wong |
| Language | Cantonese with English terminology |

Objectives:

- Presents an overview of *Kaizen*
- Introduces the concepts and techniques to implement *Kaizen*.
- After this seminar, participants should be able to develop their only road map for continuous improvement and kick off improvement initiatives in their organizations.

*Certificate of attendance
for the Workshop will be
issued to attendees (CPD: 7hrs)*

(*Registration on or before 8 April, 2011 can enjoy the Early Bird Rate / Loyalty Price is applicable to our current customers or past participants, please quote the details of course attended)

Enquiry for enrolment:

> Contact Person: Ms. Clemence Wong
> Email: clemence.wong@bsigroup.com
> Web: www.bsigroup.hk

> Tel: (852) 3149 3320
> Fax: (852) 8343 7336

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Workshop Outline:

| Quality Tools and Techniques | Just In Time | Total Quality Management and Six Sigma | Statistical Process Control |
|------------------------------|------------------------------|----------------------------------------|-----------------------------|
| Seven Basic Quality Tools | Toyota Production System | Quality Pioneers | Statistical Process Control |
| Quality Circles | 5 S | Total Quality Management | |
| Poka Yoke | Total Productive Maintenance | Six Sigma | |
| Benchmarking | Just In Time | | |

Speaker:

Mr. Alfred Wong has over 20 years experience in both manufacturing and service sectors at managerial level. Besides, he has been teaching in local tertiary institutions for over 20 years from certificate level to master degree level in various disciplines such as quality management, reliability, operations management, project management.

He holds a Bachelor of Science degree in Mechanical Engineering and a Master of Science degree in Mechanical Engineering from the University of Wisconsin – Madison, and a Master of Business Administration degree from the University of Strathclyde. He is a Chartered Engineer of both the Institution of Mechanical Engineers (U.K.) and the Hong Kong Institution of Engineers, and a Quality Management System Lead Auditor of the International Register of Certified Auditors.



Seats are limited and reserved on a first-come-first-served basis.
For registration to the Workshop, please complete the registration form and fax to (852) 8343 7336 or e-mail to clemence.wong@bsigroup.com

Company Name _____

Contact Person _____

Position _____

Tel _____

Email _____

Address _____

Contact Person _____

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