



# CONTINUOUS IMPROVEMENT WORKSHOP SERIES 2019

Hosted by Nelson Mandela University in collaboration with Haldan Consulting.

## Who Should Attend and Why:

Continuous improvement is an integral part of doing business - if an organisation (of any type) chooses to continue with "business as usual" they will soon fall behind their competitors. The motor industry, led by Toyota, has shown the way with regards to continuous improvement - others have noted Toyota's superior performance and have begun their own continuous improvement journey's. Popular methodologies for achieving this include Lean, Six Sigma and TQM - but the overarching message is that some form of continuous improvement methodology has to be utilised just to keep up with the competition! In the light of this, the value that the Continuous Improvement Workshop Series hopes to add, is to expose delegates to a number of the Continuous Improvement tools - some old and some new. The evolution and theory of at least four tools will be discussed and demonstrated in a practical manner so that they can return to work and implement improvements using the tools.

Any industry will benefit from the application of the Continuous Improvement tools - from manufacturing right through to services. The typical delegate is either responsible for carrying out improvement initiatives or coaches teams that are responsible for continuous improvement. They would typically be from a supervisory level upwards and would include operations, engineers, quality assurance and lecturing staff. Continuous improvement though, is everybody's responsibility and this workshop series is therefore applicable to any person who has an interest in improving operations.

## Workshop Structure & Description:

This 3-day workshop is scheduled as follows:

Time	Day 1 21 May 2019	Day 2 22 May 2019	Day 3 - Optional 23 May 2019
08:00 – 08:30	<b>Welcome &amp; Registration</b>		
08:30 – 12:30	<b>Toyota Kata</b>	<b>Single-Minute Exchange of Dies (SMED)</b>	<b>Factory Tour</b>
12:30 – 13:30	Lunch	Lunch	Close-off
13:30 – 17:00	<b>Industry 4.0: An Overview and Insights</b>	<b>Warehouse Management Systems: Collecting and Using Real Time Data from the Shop Floor</b>	

### Toyota Kata by Dr Karl van der Merwe

This session explores the improvement ideas first proposed by Mike Rother in his management book entitled *Toyota Kata* first published in 2009. *Toyota Kata* defines *management* as, "the systematic pursuit of desired conditions by utilizing human capabilities in a concerted way." Rother proposes that it is not solutions themselves that provide sustained competitive advantage and long-term survival, but the degree to which an organization has mastered an effective routine for developing fitting solutions again and again, along unpredictable paths. This requires teaching the skills behind the solution. The session will provide practical insight into the improvement kata routines and aims to equip delegates with the skills necessary to begin kata-style teaching in their own operations. Delegates will experience first-hand, the challenges associated with practising the *kata* and the revelations that invariably flow from *kata thinking*.

### Industry 4.0: An Overview and Insights

The Fourth Industrial Revolution is changing how we live, work, and communicate. It's reshaping government, education, healthcare, and commerce—almost every aspect of life. In the future, it can also change the things we value and the way we value them. It can change our relationships, our opportunities, and our identities as it changes the physical and virtual worlds we inhabit and even, in some cases, our bodies. However, a lot of confusion surrounds this topic and this session aims to clarify the concepts that are commonly believed to constitute Industry 4.0 and how south Africans may be impacted. We hope to help you and your organisation determine whether it is an opportunity or a threat and how positive outcomes could be achieved.



### **Single-Minute Exchange of Dies (SMED) by Jaco Snyders**

This session explores the improvement ideas first proposed by Shigeo Shingo in his book entitled *A Revolution in Manufacturing: The SMED system*. Although SMED was first used in manufacturing with dies, the basic principles of SMED have been used to reduce setup and turnaround time in all types of manufacturing, assembly and service industries. The session will provide practical insight into SMED as part of the value stream and relate how reducing your changeover time is the key to reducing bottlenecks, lowering costs, and increasing flexibility. The SMED system aims to equip delegates with the skills necessary to begin changeover reduction in their own operations.

### **Warehouse Management Systems: Collecting and Using Real Time Data from the Shop Floor by Russell Kleyn**

Real time data from the shop floor is crucial in driving efficiencies in any manufacturing or distribution business. There are numerous sub-sets of this i.e. SFDC, WMS, MES, and in different industries or companies different parts will be relevant. The objective of this workshop is to give participants an overview of some of the challenges and opportunities in collecting and using real time data from the shop floor, as well as providing insight into the technological solutions that help manage Warehouse Management & Inventory Control functions efficiently and accurately. This session will be based on practical experience of doing this in over 200 factories around the world.

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## **Workshop Facilitators**

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### **Dr. Karl van der Merwe (Senior Lecturer, Department of Industrial Engineering, Nelson Mandela University)**

Dr. Karl van der Merwe has been a practicing Industrial Engineer since 1989. After a fifteen-year stint in the Automotive sector, he moved to an academic environment to pursue a career in teaching, research and consulting. He holds a Ph.D. in Operations Management, which was granted by Nelson Mandela University, based on research completed in the field of Lean and Six Sigma operations. He currently oversees a number of continuous improvement research projects in collaboration with industry partners and has authored several books on related topics.



### **Jaco Snyders (Lecturer, Department of Industrial Engineering, Nelson Mandela University)**

Jaco is a Lecturer in the Department of Industrial Engineering at the Nelson Mandela University in Port Elizabeth. Prior to joining academia he worked in the automotive industry and was involved in numerous improvement and lean implementation projects. He manages the Centre for Business Engineering at the university and is currently involved in lean research.



### **Yanesh Naidoo (Sales and Design Director, Jendamark Automation)**

Yanesh Naidoo started his career as a project engineer for Volkswagen South Africa, where he was responsible for managing all aspects involved in sourcing equipment for VW's production facilities. It was this interest in automation that saw him join Jendamark as a business development engineer in 2004. In 2010, Yanesh was appointed as the Sales and Design Director at Jendamark Automation, and today he continues to identify opportunities for accelerated growth and aims to stay ahead of industry requirements by developing software solutions and using technologies such as augmented reality and virtual reality to create industry-leading assembly facilities.



### **Russell Kleyn (Director, Afrisoft)**

Russell Kleyn has been designing and implementing shop floor data collection systems in factories and warehouses around the world for over 20 years as a director in a company called Afrisoft. Afrisoft offers custom technological solutions which address a variety of challenges, including WMS and Inventory Control. Russell's comprehensive understanding of issues faced by warehouse managers allows him to solve real-life problems in industries that cover distribution, manufacturing and warehousing. In a prior life, he ran a PLC / MES project business who implemented complex automation and control systems in a variety of industries but with a heavy focus on the automotive and food industries across Southern Africa.



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## Certificate:

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A certificate of attendance with **2 ECSA CPD points** will be given to participants who attend all four workshops.

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## Workshop Details and Fees

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### Dates:

Day 1: Tue 21 May 2019 at 08:00 – 17:00

Day 2: Wed 22 May 2019 from 08:00 – 17:00

Day 3: Thurs 23 May 2019 at 08:00 – 13:00

### Venue:

Nelson Mandela University – North Campus,  
Engineering Building, University Way,  
Summerstrand,  
Port Elizabeth

### Cost:

Early Bird Registration: R3500 (excl. VAT) per person –  
**closes 04 April 2019**

Standard Registration: R4000 (excl. VAT) per person –  
**closes 29 April 2019**

10% discount applies if you book for 3 or more on standard

If you are interested in this course, please complete the Registration Form below and return to:

Contact:

Karla Vermaak (Course Administrator)

Telephone:

087 802 6045

Email:

kvermaak@haldanconsulting.com



## CONTINUOUS IMPROVEMENT WORKSHOP SERIES

**Workshop Date:** 21 to 22 May 2019 (Optional Day: 23 May 2019 – Factory Tour)

**Venue:** Nelson Mandela University – North Campus, Engineering Building, University Way, Summerstrand, Port Elizabeth

### REGISTRATION FORM

Please complete a registration form for each person

#### Personal Details

Title & Name:			
Name for name-tag:			
Company Name: (for VAT invoice)			
Postal Address: (for VAT invoice)			
		Postal Code:	
VAT number:			
PO number: (if applicable)			
Telephone:	Work		Cell
e-mail:			
Special needs, accessibility or dietary requirements?			
Would you also like to attend the Factory Tour on Day 3?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

#### Return Completed Registration Form to:

Contact:	Karla Vermaak (Workshop Administrator)
Email:	<a href="mailto:kvermaak@haldanconsulting.com">kvermaak@haldanconsulting.com</a>
Telephone:	087 802 6045

***Please take note of terms & conditions:** Submission of a registration form shall be deemed to be acceptance of the organiser's terms and conditions, as outlined below, and shall be jointly and severally binding on the applicant and the applicant's corporate entity. The workshop is contingent on a minimum number of registered participants signing up for the workshop. If the minimum number of participants is not reached, Haldan Consulting reserves the right to cancel or postpone the workshop and will notify registered participants of any changes. Workshop registration fees will be refunded to participants if the event is cancelled. Please be advised that if you are making travel arrangements to attend the workshop, Haldan Consulting cannot be held responsible for any associated travel or accommodation expenses, or associated cancellation fees resulting from a cancelled workshop. In the event of participant cancellation, 50% of fees will be credited, provided cancellation in writing is received at least 5 working days prior to the event. After that date, no credits or refunds will be made.*