



Australian Organisation For Quality

Monthly Discussion and Networking Evening
Thursday, 28th May 2009

You and your colleagues are cordially invited to our next presentation

Emily Arthur, Master Black Belt, ANZ Bank, will speak on:

THE CHALLENGES OF IMPLEMENTING LEAN SIX SIGMA METHODOLOGY IN A SERVICE RATHER THAN A MANUFACTURING ENVIRONMENT: CASE STUDY – ANZ BANK

Abstract:

Both the Lean and Six Sigma methodologies have evolved over the past 80 years in manufacturing environments. This type of industry has certain characteristics that lends itself well to process management and quality improvements that translate directly to the bottom line:

- tangible products and easily identifiable value chains,
- automated processes that produce a rich amount of data, much of which is continuous,
- margin pressure and a heavy focus on labour cost,
- application of Quality Management Frameworks.

The Lean Six Sigma framework can be applied with success in a financial services environment; however particular emphasis needs to be placed on the change management equation

Quality * Acceptance = Effectiveness

Without sufficient focus on stakeholder management and engagement, process reengineering efforts will result in sub-optimisation and solutions will not be sustainable over the long term. In addition, Quality Management Systems will not add value to the business or be able to drive effective continuous improvement.

About our Speaker

Qualifications

University of Melbourne - Bachelor of Commerce and Bachelor of Arts
Institute of Chartered Accountants in Australia, Chartered Accountant
General Electric - Certified BlackBelt
ANZ - Certified Master BlackBelt

Work History

PricewaterhouseCoopers, Melbourne - Senior Accountant
Harvey Nash, London - Project Manager and Implementation Manager
GE Money, Melbourne and Brisbane - Project Manager, BlackBelt, Product Manager - Launched new products and distribution channels for GE Money Direct

ANZ History

Since 2007 I have been a part of Igniting Business Transformation team, launching Lean Six Sigma Training and Project Delivery at ANZ. The team have now certified 34 Blackbelts over the past 2 years and delivered 100 projects with \$120m in benefits across the group.

As a Lean Six Sigma Coach, my role is to guide and develop project managers and teams to deliver effective change. Lean and Six Sigma are business improvement methodologies that force you to look at your processes from a customer's perspective and remove steps that don't add value for them. I work with people from all different parts of the bank and love the fact that no business problem is ever the same! We aim to teach staff to think differently and not jump straight into solution mode. Sometimes, the real problem turns out to be something completely unexpected.



Australian Organisation For Quality

Help us to provide adequate catering and seating by registering as early as possible.

Forum : 28th May, 2009 - Emily Arthur, Master Black Belt, ANZ Bank, speaking on:

THE CHALLENGES OF IMPLEMENTING LEAN SIX SIGMA METHODOLOGY IN A SERVICE RATHER THAN A MANUFACTURING ENVIRONMENT: CASE STUDY – ANZ BANK

Name:		Email:	
Organisation:		Telephone:	
Billing address:			
Venue	Program	Cost (GST incl)	RSVP
Level 2, AIM Building, 181 Fitzroy Street, St Kilda, Vic. (Melway Map 2P Ref C3), The visitors' car park entrance is in Pattison St.	6.00pm Registration 6.30pm Presentation 7.10pm Discussion 7.30pm Refreshments and Networking	AOQ Members - \$20.00 (students \$15.00) Non-Members and Guests - \$35.00 (students \$25.00)	By close of business: Monday 25 May Phone – (03) 8598 9133 Fax – (03) 8598 9733 Email – forums@aoqvic.org.au

REMITTANCE:

Please send us this registration form in full with your payment to:

Post: AOQ (Vic) Inc OR Fax: 03 8598 9733
 PO Box 1246 OR Scan/Email: forums@aoqvic.org.au
 HAWKS BURN VIC 3142

Amount = \$ _____

Cheque: Enclosed via post with this form payable to: "Australian Organisation for Quality (Vic) Inc".

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Name on Card (please print): _____

Signature: _____ Expiry Date: ____/____

Direct credit: Upon receipt of this form, a tax invoice with our banking information will be sent to your email address for your immediate attention.