QUICK RESPONSE ENTERPRISE

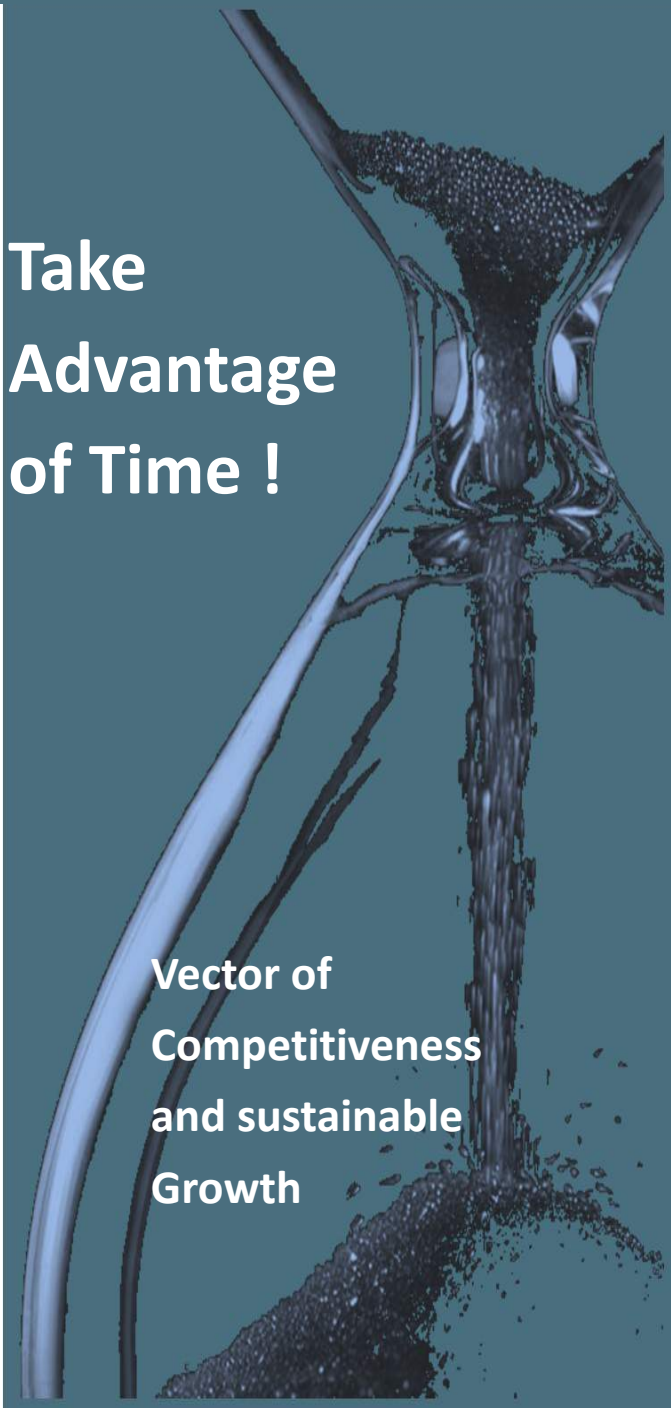
Organizes at Sophia Antipolis-Nice

A Masterclass-April 27th 2015

A Workshop Administratives Functions-April-28th 2015

Subject: Agility in Enterprise

- Do you believe that it is possible to combine **high demand variability** and **short lead time**?
- Do you believe that **Agility** can be a **competitive** and **growth** driver for your enterprise?
- This event will allow you to evaluate real **impact** of lead time reduction on costs – quality – customer service
- Hands on practice to learn how to rethink your organization to reduce drastically lead time in **office operations** and administrative activities



Presented in English by ***Rajan Suri***

Founder of the Center for Quick Response Manufacturing

Emeritus Professor at the University of Wiscon-

www.quickresponse-enterprise.com

Masterclass-27/04/2015:Quick Response Manufacturing

Rajan Suri *is Emeritus Professor of Industrial Engineering at the University of Wisconsin-Madison. He received his Bachelors degree from Cambridge University (England) and his M. S. and Ph. D. from Harvard University.*

Professor Suri is the Founding Director of the Center for Quick Response Manufacturing (QRM) at the University of Wisconsin-Madison, a consortium in which around 300 companies have worked with the University on developing and implementing QRM strategies.

Dr. Suri is author of the original book on QRM, Quick Response Manufacturing: A Companywide Approach to Reducing Lead Times (Productivity Press, 1998), as well as the latest book on QRM, It's About Time: The Competitive Advantage of Quick Response Manufacturing (Productivity Press, 2010). Dr. Suri has consulted for leading firms including Alcoa, AT&T, Danfoss, Ford, Harley-Davidson, Hewlett Packard, IBM, John Deere… Consulting assignments in Europe and the Far East have given him an international perspective on manufacturing

Professor Suri has received awards from the American Automatic Control Council, The Institute of Management Sciences and the IEEE. In 1999, Suri was made a Fellow of the Society of Manufacturing Engineers (SME), and in 2006 he received SME's Albert M. Sargent Progress Award for the creation and implementation of the Quick Response Manufacturing philosophy. In 2010 Rajan Suri was inducted into the Industry Week 2010 Manufacturing Hall of Fame.

Agenda

13:00
Registration and Coffee

13:30
Welcome by ***Quick Response Enterprise***

13:45
Introduction to QRM
The 4 key-concepts by
Rajan Suri

15:15 Break

15:30
Introduction to QRM
The 4 key-concepts by
Rajan Suri

17:00
Insight from a QRM Entrepreneur by ***Ben Proesmans***, CEO ***Provan***

18:00
Closing remarks and panel discussion

18:15
Networking with participants and cocktail

Quick Response Manufacturing (QRM) is a companywide strategy for lead time reduction throughout the enterprise. Using QRM, companies have reduced their lead times by 80-90%. As a result these companies have not only seen large increases in market share, but also experienced significant cost reduction and quality improvement. Although Lean Manufacturing techniques can be powerful in certain situations, for companies making low-volume or custom-engineered products, Lean techniques do not apply too well. Quick Response Manufacturing (QRM) can be a more effective competitive strategy for companies targeting such markets.

In addition, companies find that the lead time and cost reductions resulting from QRM enable them to compete effectively against low-wage countries.

Strategy and QRM concepts

Rajan Suri will present the four key concepts:

1. **The Power of Time:** The non-obvious reasons why lead time is important (much more important than most managers realize), how it influences total operating cost and quality, and how to take advantage of this realization.
2. **Organizational Structure:** How to restructure your organization to minimize lead time throughout the enterprise.
3. **System Dynamics:** How interactions between machines, people and products impact your lead times. As a result, capacity planning policies (e.g. machine and labor utilization) and lot sizing policies need to be rethought for QRM.
4. **Enterprise-wide Application:** QRM is not just a shop floor approach; it is applied throughout the organization. This includes material planning and control, purchasing and supply chain management, office operations such as estimating and order processing, and new product development. In particular, you will also get an introduction to POLCA, a shop floor alternative to Kanban (Kanban does not work well for low-volume or custom products). You will also see data on the "bottom line" impact of QRM on product cost, quality, and lead times.

Practical cases by Entrepreneur

An Entrepreneur testimony will be presented by ***Ben Proesmans,*** CEO of Company *Provan* (Netherlands).

Provan is a specialist of taylor made metal solutions, which developed and deployed an advanced approach for QRM, differentiating itself as the partner for speed and efficiency, to offer custom solutions to its customers by providing small series in short delivery times.

Provan *recently won* first "Factory of the Future" award in Belgium 2015.

An award from Technology Federation Agoria and Sirris, for businesses that are best prepared for the future. Factories that significantly invest in the modernization of their machines, digitalization, staff involvement and ecology, making them belong among the world leaders.

Workshop-28/04/2015:Quick Response in Office Operations

Agenda

08:30
Registration and Coffee

09:00
Welcome by ***Quick Response Enterprise***

09:15
Introduction to QRM
The 4 key-concepts by
Rajan Suri

10:45 Break

11:00
Workshop by ***Rajan Suri***

12:30 Lunch

13:15
Workshop by ***Rajan Suri***

14:45 Break

15:00
Workshop by ***Rajan Suri***

16:30
Case studies ***Quick Response Enterprise***

17:00
Closing remarks and panel discussion

17:45
Networking with participants and cocktail

In Manufacturing companies, as well as in Distribution and Services companies, time spent in office processes and administrative activities accounts for a significant portion of total costs and also impacts quality and service to customer, and can represent more than half of total lead time viewed by customer. QRM in office processes and administrative activities has a huge impact to improve Enterprises competitiveness, by significantly reducing response time, decreasing costs, increasing quality, being more responsive to customer requests, and by gaining market share.
This workshop will teach you how to reduce drastically administrative lead time by 80% and more, improve your response time and customer satisfaction, especially in the following processes: Order treatment – Request for Quotation – Products or Services Development – Procurement management…, in high mix and highly customized environments.

Introduction to QRM strategy and concepts:

1. The Power of Time
2. Organizational Structure
3. System Dynamics
4. Enterprise-wide Application

Hand-on application for office support and administrative activities:

Learn from real case studies how to slash your response time by 80% and more, and benefit from lessons learnt: Key success factors – Potential obstacles – requirements for a successful implementation.

Our objective is to allow you to take away a first level of body of knowledge and practice, and to have the willingness to initiate a first QRM approach in your enterprise.

During this workshop you will operate in teams, especially by studying a practical business case to reorganize the Request for Quotation as well as the Order Treatment processes.

***Quick Response Enterprise* case studies**

- QRM application in Office for Products Creation Process (Sales – Design Center – Sales & Administration)–Packaging Industry.
- QRM application in Office for Supplier invoices treatment (Finances – Accounting) – Wine and Distribution enterprise.

Rajan Suri

QRM Founder

Dominique Andreux

CEO Quick Response Enterprise

Who should attend

Company presidents, Executives and Managers in Finance, Manufacturing, Purchasing, Supply chain, Sales, Human Resources.
Any business, small, medium, large for whom lead time reduction is a major vector of competitiveness and growth.

To Register

Registration Fees

Masterclass 27/04	**295€ tax excl**
Workshop 28/04	**495€ tax excl**
Masterclass 27/04 + Workshop 28/04	**645€ tax excl**

Registration fees include a **complete booklet of the Masterclass** as well as a free exemplary of Dr Rajan Suri's book ***« It's about time: The Competitive Advantage of Quick Response Manufacturing »***

Event Location

Sophia Country Club

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Phone + 33 (0)4 92 96 68 78

Web: sophiacountryclub.com

Contact

Please take contact with us at the following addresses:

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Number of seats being limited, we advise you to register rapidly.

QRM Centers USA and Europe

QRM centers USA (University of Wisconsin - Madison) and Europe (HAN University of Applied Sciences - Arnhem - Netherlands) are the two competence poles. For continuous development of QRM theoretical knowledge, they closely collaborate with industry. They also bring support and guaranty transfer of knowledge and best practices of QRM

European Network of Practitioners

Quick Response Enterprise is a member of the QRM Europe Practitioners network, official partner with *Rajan Suri* and the QRM Center at the University of Madison-Wisconsin (USA). We are federated in a Network to share the good practices of QRM.

We help managers and their teams to deploy QRM in companies. We train and certify industrial and consultants within the referential of good practices of QRM Center Madison. We transmit principles and practices to future managers and executives in Management and Applied Science Schools.

Quick Response Enterprise

Faites du Temps votre allié !

We are a network of Operations Entrepreneur Consultants, who help companies facing to complex issues to regain a dynamic of competiveness and growth in a fast moving and volatiles environment by deploying **Quick Response** solutions that engage people in agile, collaborative and sustainable way of working. We are experimented practitioners in Agility and Quick Response, animated by Entrepreneurship and forged by our operational experiences.

Our customized solutions, our hand to hand way of collaborating with you and your team, and our approach focused on People and Competences over Processes and Methodologies, make us unique.

Quick Response Enterprise

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