



# Training Solutions for Performance Improvement



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Amnis provide high quality Performance Improvement Training Solutions for a wide variety of public and private sector organisations.



We have in depth experience in healthcare, manufacturing, logistics and local government and have also worked in housing, construction & energy.



Every programme listed can accommodate up to 20 people, with an optimum size of 12-15 and a recommended minimum of 8 people.

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## Development Workshops

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“Extremely useful workshop with an excellent balance between theory and examples.”

**Christel Juvet, Shell Gas**

“All round excellent theoretical and practical course. It has given me real confidence in leading colleagues through a structured approach to continuous improvement and Lean.”

**Mike Hill, Essex County Council**

“We asked Amnis to run a workshop on how to implement and sustain improvement and it was one of the best training sessions our team has ever attended. The event was informative and interactive and both the facilitator and the materials were fantastic. It has really given our team more specific direction for taking forward a culture of continuous improvement within our organisation. In fact, in all the contacts I have had with Amnis they have shown me that they are truly experts in their field.”

**Debbie Whitwell, Cambridge University Hospitals NHS Foundation Trust**

## Delivering “More for Less” (Code IWDM)

**Duration: 1 Day      Sector Relevance: Public Sector**

This exciting workshop is focused on the needs of Managers, Service Improvement Leads and others who are asked to deliver “More for Less” and are looking for practical ways to help them deliver improved efficiency without compromising quality. Starting with a rethink on current approaches to improvement in the public sector, such as the use of Lean, Six Sigma and QIPP (Quality, Innovation, Productivity & Prevention), the programme moves on to explore the systems and structures that need to be put in place to deliver a successful improvement programme and how ‘tools and concepts’ can be combined together to deliver long-term and large-scale changes in the public sector.

### Topics covered:

- Understanding the concept “More for Less”
- Review of current approaches to efficiency improvements
- Structuring improvement and efficiency programmes
- Turning tools and concepts into improved performance

## Understanding Lean (Code IWUL)

**Duration: 1 Day      Sector Relevance: All Sectors**

This interactive workshop is designed for Lean beginners and those wishing to understand the basics of Lean in more detail. Covering both the principles of Lean and an overview of the key tools, this introductory workshop provides participants with the knowledge to enable them to both identify further areas of Lean they would like to explore in more depth and to start participating in Lean activities under the guidance of an experienced Lean practitioner.

### Topics covered:

- What is Lean?
- The 5 Lean Principles
- Making Lean Work
- An overview of the basic Lean toolkit

## Value Stream Mapping (Code IWVM)

**Duration: 1 Day**      **Sector Relevance: All Sectors**

Value Stream Mapping is one of the most useful tools for redesigning processes and pathways and this interactive workshop has been designed for participants who are already familiar with Lean and similar concepts and want to understand how to apply and use Value Stream Mapping. From understanding and mapping organisational 'Current States', through 'Blue Sky' diagrams to designing a 'Future State' and an associated implementation plan, this fast paced and exciting workshop covers the key tools, terminology and processes required to ensure success.

**Topics covered:**

- Executive refresher on Lean
- Value Stream Mapping (all three stages)
- Implementation planning

## Redesigning Care Pathways (Code IWRC)

**Duration: 1 Day**      **Sector Relevance: Healthcare**

At the heart of any QIPP (Quality, Innovation, Productivity & Prevention), Lean or other Service Improvement Programme is the need to redesign core services and pathways. This practical programme will involve participants in scoping a project and then redesigning it using a mix of mapping concepts, data gathering and analysis and creative concepts to come up with a realistic and implementable 'Future State' based around a simulated healthcare pathway.

**Topics covered:**

- Refresher on Lean/QIPP & Service Improvement Concepts
- Programme Scoping
- Service redesign concepts (including Value Stream Mapping)
- Implementation planning

**Some of the many private sector organisations who have benefited from our training to date;**

- Asda
- Astrazeneca
- Baxa
- BOC
- British Sugar
- Cadbury
- Cannon Hygiene
- Co-Operative Group
- Coopervision
- EDF Energy
- Fuji
- Kuehne & Nagel Logistics
- L'Oreal
- Marks & Spencer

**More examples can be found on page 7.**

“The workshop was run at a pace and level that could be absorbed by attendees at all levels and experience. Amnis’s delivery style, assistance and support were excellent throughout.”

**Mark Glannon, Cannon Hygiene**

“Excellent programme. The programme lead was very experienced and knowledgeable and answered all questions. The programme had a great pace, great content and I really enjoyed the exercises.”

**Alicia Dermott, Asda.**

“Eye opening programme. It will be invaluable in helping me to improve my unit.”

**Dr Henry Okosun, Basildon & Thurrock University Hospital NHS Foundation Trust**

“The event really helped to consolidate my previous learning but I also picked up some really useful models and information that I had previously been unaware of. All in all a useful, productive and informative workshop.”

**Colonel Martin Nadin, Army Medical Services**

## Thinking Strategically (Code IWTS)

**Duration: 1 Day**      **Sector Relevance: All Sectors**

This masterclass will appeal to managers and directors with responsibility for planning and implementing strategy. Starting with the basic tools for strategic planning applicable to all sectors, the programme moves on to explore how to put together a strategic plan and then how to turn that plan into reality. Using a mix of presentations, discussions and experience sharing, this masterclass will appeal to those managers and directors who are either new to strategic thinking or want to hone their skills and explore strategic issues across both healthcare and business more broadly.

### Topics covered:

- Strategic Thinking concepts and models
- Strategic planning tools
- Preparing implementation plans

## Leading Transformational Change (Code IWLT)

**Duration: 1 Day**      **Sector Relevance: All Sectors**

This strategic masterclass is aimed at those people who need to sponsor or manage transformation programmes. Participants will have the opportunity to explore how to structure organisation wide transformation programmes including how to engage front-line teams and deliver sustainable improvements from the point of creating the initial strategy through to delivering long-term transformational change.

### Topics covered:

- Structuring organisation wide transformation programmes
- Engaging people in the process
- Putting together operating plans for implementation

## Leading Lean Programmes (Code IWLL)

**Duration: 1 Day**      **Sector Relevance: All Sectors**

This exciting workshop is designed for Managers and Executives who need to sponsor or lead Lean (or related improvement) programmes within their organisation. After a quick refresher on Lean Principles, the programme moves on to explore the management systems and structures that are needed to make Lean work, such as creating a culture of continuous improvement. Focusing on how to engage teams and individuals in Lean activities and how to set up and run successful Lean events and programmes, this fast paced workshop assumes that participants already have an understanding of the Lean Principles.

### Topics covered:

- Executive refresher on Lean
- Designing & Leading Lean Programmes
- Developing an effective culture for Lean

## Understanding Lean Events (Code IWLE)

**Duration: 1 Day**      **Sector Relevance: All Sectors**

Understanding the principles of Lean is important, but delivering Lean successfully is essential. This workshop focuses on how to run successful Lean events, including Value Stream Mapping Events, Rapid Improvement Events and 2P Events. The focus is on how to structure successful events, when and how to use them and what needs to be done to effectively prepare, deliver and follow up on events. This workshop assumes participants are already familiar with the basic Lean concepts and toolset.

### Topics covered:

- Understanding different Lean events
- Structuring Lean programmes
- Embedding changes

**A few more of the private sector companies who have benefited from our programmes;**

- Mitsubishi
- Nestle Purina
- Nexen Petroleum
- Norbain
- Orbit Housing
- Ordnance Survey
- Parcel Force
- Shell
- Sainsbury's
- ThermoFisher Scientific
- ThyssenKrupp
- TK Maxx
- UK Power Networks
- Unipath
- Wincanton

**For further details of our clients in the private sector call us on +44(0) 870 446 1002.**

“The programme has given me some great ideas that I will be able to apply immediately.”

**Andrew Law, Marks & Spencer**

“A very informative and enjoyable programme. Good use of materials, examples and exercises with quizzes making excellent refreshers. Good course notes and good balance of activities.”

**Andrew Huggins, Distribution Operation Improvement (Europe), Shell**

“Excellent delivery and content. Very interactive and the programme flew by. Material excellent and the assurance of follow up support is very comforting.”

**Adam Sewell-Jones, Basildon & Thurrock NHS Foundation Trust**

“An excellent mix of theory and practical activity that will be extremely useful in the practical implementation of Lean.”

**Dave Phillips, Royal Berkshire Fire & Rescue Service**

“Very high quality workshop. Presenter’s knowledge is top-notch and the tools can be easily applied. I will definitely recommend this workshop.”

**Jon Hornsey, UK Power Networks**

## Embedding Change (Code IWEC)

**Duration: 1 Day      Sector Relevance: All Sectors**

Many performance improvement initiatives fail or fizzle out. Invariably this is caused by a combination of problems many of which are related to the engagement of people and the shaping of an appropriate organisational culture. Using a mix of presentation, discussion and experience sharing, this exciting programme will appeal to managers and directors at all levels who are interested in not only changing processes but also changing the behaviour of entire teams and organisations.

### Topics covered:

- Understanding improvement and improvement programmes
- Organisational culture and how to shape it
- How to create a culture of continuous improvement
- Embedding change and creating new behaviours

## Delivering Efficiency Improvements (Code IWDE)

**Duration: 1 Day      Sector Relevance: Public Sector**

Successfully delivering efficiency improvements without compromising service quality will be a key skill for senior managers in the public sector for the foreseeable future. This interactive workshop focuses on the practical aspects of implementing and embedding efficiency activities and programmes and deals with the real-life issues that arise in managing people and processes during difficult operating periods.

### Topics covered:

- Review of efficiency concepts
- Structuring successful efficiency programmes
- Dealing with people and real-life issues that arise
- Embedding changes in behaviour and realising efficiencies

## Project Management Introduction (Code IWPM)

**Duration: 1 Day**      **Sector Relevance: All Sectors**

This masterclass is aimed at project leaders and team members who want to gain an understanding of Project Management concepts and the basic toolset for managing projects. Ideal for individuals new to projects or project teams and with no prior experience necessary, this programme aims to provide participants with the fundamental skills required to manage programmes effectively.

### Topics covered:

- Overview of Project Management
- Elements of the Project Management cycle
- Engaging Stakeholders & Risk Management

## Value through Risk Management (Code IWDV)

**Duration: 1 Day**      **Sector Relevance: All Sectors**

Effective Risk Management can deliver improvements in productivity, safety and efficiency as well as enabling you to meet your statutory obligations. This exciting workshop is designed for those with an understanding of Risk Management principles who are looking at how they can use their expertise to deliver not only 'compliance' but improved performance at the same time.

### Topics covered:

- Review of Risk Management concepts that impact performance
- Using Risk Management to drive increase business value
- Concepts and tools to deliver more value from managing risk

### Some of the many public sector organisations we have helped;

- Royal Air Force
- Hounslow & Richmond Community Healthcare
- Essex County Council
- Army Medical Services
- Royal Berkshire Fire & Rescue Service
- National Cancer Action Team
- United Nations
- NHS Grampian
- Ealing Council
- DEFRA
- Aneurin Bevan Health Board
- Ministry of Defence
- South Essex Partnership Trust (SEPT)
- Wolverhampton City Council
- University College London Hospitals NHS Foundation Trust

**Contact us for details of our other public sector clients.**

## Accelerated Lean Skills Programme Overview

### Day 1

Lean Fundamentals & Making Lean Work

### Day 2

Value Stream Mapping

### Day 3

Simulation & Core Tools

### Day 4

Lean Leadership

### Includes

- On-going telephone and email support
- All materials
- Certification (following short post training project write-up)

Prices are available on request by calling +44(0) 870 446 1002 or emailing [info@amnis.uk.com](mailto:info@amnis.uk.com).

## Accelerated Lean Skills Programme (Code DWAL)

**Duration: 4 Days**      **Sector Relevance: All Sectors**

The **Accelerated Lean Skills Programme** is a 4 day intensive development programme focused on providing those who need to initiate small to medium scale Lean projects with the key skills and understanding to enable them to be successful. The programme is a shorter version of our Practitioner Lean Skills Programme and covers all of the skills and activities needed to qualify participants as 'Lean Green Belts'.

The programme is approved by the *Institute of Healthcare Management* and is also the Lean Development Workshop of choice for the *Institute of Operations Management* and *Chartered Institute of Logistics & Transport*.

The programme structure is as follows;

- Day 1 - Lean Fundamentals, Core Tools (Part 1) & Making Lean Work
- Day 2 - Value Stream Mapping & Lean Project Planning
- Day 3 - Simulation & Core Tools (Part 2)
- Day 4 - Lean Leadership & Planning Tools

The programme costs are available on request and cover both the training element as well as copies of all materials, on-going telephone and email support and certification costs. Certification is achieved after submission of a short post-training project write up.

## Practitioner Lean Skills Programme (Code DWLE)

**Duration: 8 Days**      **Sector Relevance: All Sectors**

The **Practitioner Lean Skills Programme** is an intensive 8 day programme spread over 1 to 3 months and consisting of four 2 day modules. The programme is focused on those wishing to progress from novice to practitioner (advanced Green Belt). The skills and additional support provided will enable participants to initiate medium scale Lean projects and events and take them beyond the equivalent standard for a 'Lean Green Belt'.

The programme modules are as follows;

- Module 1 – Lean Fundamentals & Core Tools (Part 1)
- Module 2 – Continuing Lean & Core Tools (Part 2)
- Module 3 – Lean Leaders Programme
- Module 4 – Value Stream Mapping

It is also possible to undertake individual training modules without having to complete the full programme. Further details are available on request.

The programme costs are also available on request and cover both the training element as well as copies of all materials, on-going telephone and email support and certification costs. Certification is achieved after submission of a post-training project write up.

## Practitioner Lean Skills Programme Overview

### Module 1

Lean Fundamentals

### Module 2

Continuing Lean

### Module 3

Lean Leaders Programme

### Module 4

Value Stream Mapping

### Includes

- On-going telephone and email support
- All materials
- Certification (following short post training project write-up)

**Prices are available on request by calling +44(0) 870 446 1002 or emailing [info@amnis.uk.com](mailto:info@amnis.uk.com).**

# Facilitator Development Programme Overview

## Day 1

Improvement Planning Tools & Concepts

## Day 2

Facilitation Skills (Practical)

## Day 3

Presenting Effectively

## Day 4

Managing People & Programmes

## Includes

- On-going telephone and email support
- All materials
- Attendance Certificate

Prices are available on request by calling +44(0) 870 446 1002 or emailing [info@amnis.uk.com](mailto:info@amnis.uk.com).

## Facilitator Development Programme (Code DWFD)

**Duration: 4 Days**      **Sector Relevance: All Sectors**

The **Facilitator Development Programme** is a 4 day intensive programme focused on the practical skills of facilitating groups and improvement events. It is designed for those with a role requiring them to facilitate groups and who have already gained experience of improvement concepts such as Lean and Six Sigma. The programme covers the practical aspects of planning projects and programmes, facilitating groups, dealing with resistance and managing communications.

The programme structure is broadly as follows;

- Day 1 – Improvement Planning Tools & Concepts
- Day 2 – Facilitation Skills (Practical)
- Day 3 – Presenting Effectively
- Day 4 – Managing People & Programmes

The programme costs are available on request and cover both the training element as well as copies of all materials, on-going telephone and email support and an attendance certificate.

## Improvement Accelerator (Code DWIA)

**Duration: 2 Days**      **Sector Relevance: All Sectors**

The **Improvement Accelerator programme** is designed to support those with significant experience of Lean to advance to the equivalent of Black Belt and beyond. The concept of the Improvement Accelerator is to provide a 'Lean Hot-House' for experienced practitioners to work with one of our expert practitioners to share knowledge, accelerate implementation and deal with the practical issues surrounding the creation of a Lean Culture and delivery of a Lean Programme.

The agenda for each programme varies and is customised to the needs of individual clients but covers a mix of theory, development and best practice sharing.

Many clients will use the Improvement Accelerator Programme on a quarterly or half-yearly basis to bring their service improvement teams together to develop new skills, remain motivated and to help their improvement programmes go further and faster.

The programme costs are also available on request and cover both the training element as well as copies of all materials, on-going telephone and email support.

**Below are some of the many clients who have used our development workshops to accelerate their improvements in performance;**

- Asda
- Nexen Petroleum
- Shell
- Marks & Spencer
- Bradford Teaching Hospitals
- Mitsubishi
- Fujitsu
- Benedon Hospital
- Royal Air Force
- Fuji
- Kraft Foods
- Nuffield Hospitals
- Essex County Council
- Department of Health
- Wincanton

# People Based Project Management Programme Overview

## Day 1

Project Management Fundamentals

## Day 2

Planning Tools

## Day 3

Management of Change

## Day 4

Stakeholders, Risk & Close Out

## Includes

- On-going telephone and email support
- All materials
- Attendance certificate

Prices are available on request by calling +44(0) 870 446 1002 or emailing [info@amnis.uk.com](mailto:info@amnis.uk.com).

## People Based Project Management (Code DWPB)

**Duration: 4 Days**      **Sector Relevance: All Sectors**

### The **People Based Project Management (PBPM)**

programme is a 4 day intensive programme designed for those who have found themselves running projects and who want to top up their knowledge. It is as equally applicable to those who have been through PRINCE2 training and need to fill in the gaps in their knowledge and practical skills as it to those new to Project Management. The PBPM programme is focused on the real world implementation of projects.

Delivered by experienced project and programme managers using a combination of practical exercises, high quality presentations and interactive discussions this programme provides all the skills and knowledge needed to run successful projects.

The programme structure is broadly as follows;

- Day 1 – Project Management Fundamentals
- Day 2 – Planning Tools
- Day 3 – Management of Change
- Day 4 – Stakeholders, Risk & Close Out

The programme costs are available on request and cover both the training element as well as copies of all materials, on-going telephone and email support and an attendance certificate.

Programme prices, Terms & Conditions and further details about all of our Training Solutions can be obtained by contacting us using the contact methods detailed below.

**+44(0) 870 446 1002**

**info@amnis.uk.com**

**[www.amnis.uk.com/contact](http://www.amnis.uk.com/contact)**

To attend one of our open programmes visit our Events Calendar at [www.amnis.uk.com/training/events](http://www.amnis.uk.com/training/events).

## **About Amnis**

Amnis work with public and private sector organisations helping them to implement improvements in performance, productivity and efficiency. Our focus is on both supporting implementation and developing the capability of clients to enable them to do what we do.

**Find about more about us by visiting our website at [www.amnis.uk.com](http://www.amnis.uk.com).**